



# CHANDLER GENERAL PLAN 2016 *a vision refined*

**PUBLIC HEARING DRAFT PLAN**

March – April 2016

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# Acknowledgements

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# INTRODUCTION AND ORIENTATION

## Chapter Highlights

General Plan 2016 Defined

Why is the General Plan Important?

Reader's Guide

Vision, Guiding Principles, and Core Values

Chandler Today, Foundation for Tomorrow

Hierarchy of Planning

Chandler Timeline

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# Introduction and Orientation

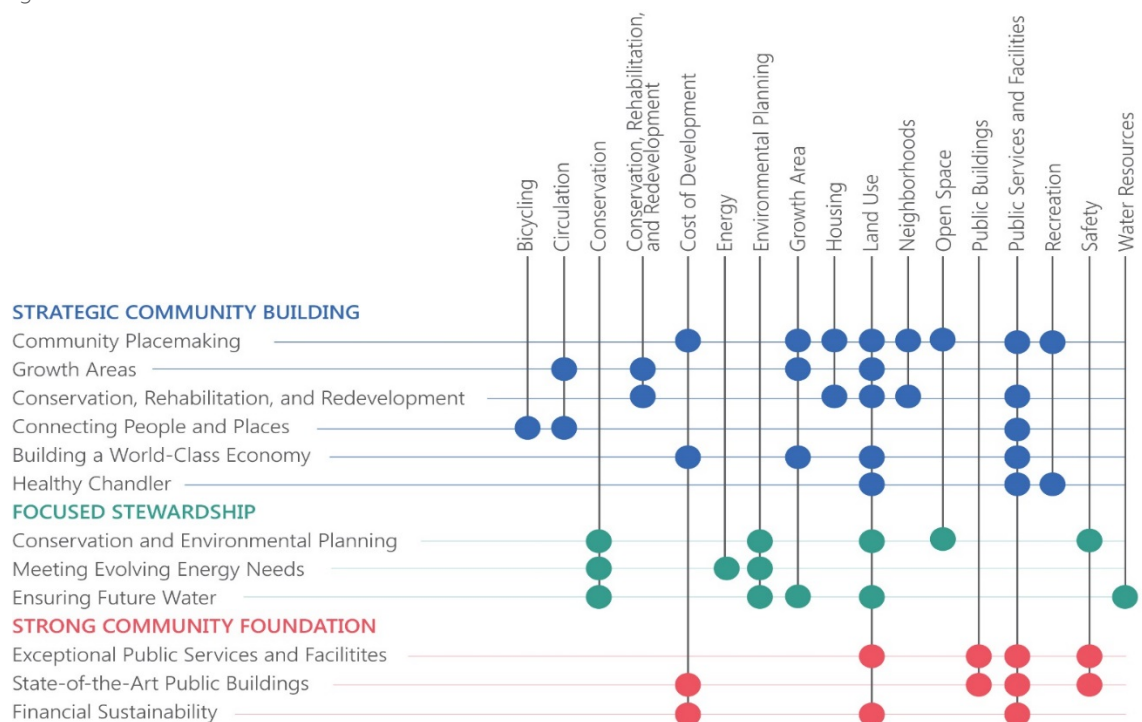
## General Plan 2016 Defined

The City of Chandler has been recognized for decades for its strong neighborhoods, diverse housing, quality employment opportunities, great schools, abundant recreation, and shopping amenities. The city has received numerous awards over the years for its desirable qualities. Some of the more recent recognitions include 2015 Best City for Families (6<sup>th</sup> place from Livability.com); 2015 Best City to Find a Job (6<sup>th</sup> place from WalletHub.com); 2015 Safest City in America of Population 200,000-plus (8<sup>th</sup> place from Law Street Media); 2014 Best Cities for Working Parents (3<sup>rd</sup> place from Forbes.com and NerdWallet.com); 2010 All American City from the National League of Cities; and 2008 Top 100 Best Places to Live, and 2007 Top 5 Places to Live from Money Magazine, and AARP Magazine respectively. In other words, Chandler is a well-rounded community where residents not just live, but build a life.

These accomplishments have taken leadership, an involved citizenry, dedicated staff, and good planning. The city has matured and is now land-locked where large developable land parcels are few and infill or redevelopment is how future development will occur. Maintaining the high standard of community building set by past plans and city decisions is the ultimate challenge of the Chandler General Plan 2016.

The Chandler General Plan 2016 is organized in a series of topics that tie directly to the community's vision. Arizona state law requires cities to update, adopt, and voter-

Figure 1: General Plan 2016 Element Matrix



## Introduction and Orientation

ratify the general plan at least every ten years to provide the community with a vision and policies to guide development decision making. Chandler's last general plan was adopted and ratified in 2008. State law requires a series of elements to be included in the general plan for a community the size of Chandler. Figure 1 indicates how the Chandler General Plan 2016 is organized to address these state requirements.

To develop General Plan 2016, citizen and stakeholder engagement was extremely critical. The process involved a variety of in-person engagement events as well as online opportunities through the project website. Presentations were made upon request to various organizations, groups, and city commissions and boards. Additionally, formal public meetings and hearings were held once the draft document was constructed.

A 23-member committee was appointed by the City Council that worked closely with staff and the consultants to prepare the interim and final general plan. The Citizens' Advisory Committee (CAC) met six times and represented a variety of interests and areas throughout the community. Additionally, a Regional Resource Team was organized to provide review and input to the general plan from a regional stakeholder perspective. The Regional Resource Team included representation from surrounding municipalities, Gila River Indian Community, Maricopa County, Pinal County, Arizona Department of Transportation, Arizona Department of Water Resources, Maricopa Association of Governments, East Valley Partnership, Greater Phoenix Economic Council, Valley Metro, Sky Harbor Airport, Phoenix-Mesa Gateway Airport, Union Pacific Railroad, Arizona Public Service, and Salt River Project.

### Phase 1: Project Start-Up

This phase focused on preparing the process for the general plan update. The Planning Lab – a monthly venue for residents and stakeholders to become a planner for a day – was initiated as well as monthly online topical polls.

### Phase 2: Visioning and Gathering Input

The foundation of this phase was a multi-day, multi-event Vision Fest where residents, business owners, and other interests could provide feedback about Chandler's future. In addition to two Vision Workshops, five geographical Drop-In Charrettes, and an online visioning questionnaire, the project team conducted visioning sessions in 16 Chandler elementary and high school classrooms.

### Phase 3: Development of the Draft General Plan

In developing the draft general plan policy elements, the project team met with city commissions and boards and held a staff retreat to thoroughly review the draft plan.

### Phase 4: Final Draft Plan

During the state-required 60-day review period, the project team facilitated four public open houses to introduce and receive feedback on the general plan. Three public hearings were held prior to the Council's adoption.

### Future Consideration

The challenges associated with maturing suburbs require a different mindset to find innovative solutions. Addressing older infrastructure, aging housing, transitioning commercial centers, traffic congestion, changing industry trends and business turnover, and maintaining a strong tax base are just some of the issues confronting maturing suburbs.



Bogle Junior High students participating in Vision Fest



An extensive outreach effort was conducted in the development of the Chandler General Plan 2016. A list of events and activities can be found in the appendix.

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## Why is the General Plan Important?

Chandler is at a pivotal point in history. With a population of 246,677 (March 1, 2015 estimate) and projected growth to 300,000 by 2040, pressure on how to use the remaining undeveloped land and challenges associated with continued redevelopment have never been greater. Neighborhoods, housing, parks, and infrastructure are aging and, as a result, require new strategies to meet citizens' expectations. The ability to prosper requires Chandler to continue as a leader in understanding challenges impacting cities around the U.S. and proactively finding innovative solutions that best meet community needs.

Chandler has been dedicated to excellence in planning and community building, resulting in a quality of life that continues to attract residents, new businesses, and visitors. From its early agricultural roots, established by founder Dr. A. J. Chandler over a century ago to the thriving high-technology companies flourishing in the city today, Chandler has been a leader in proactive planning.

Chandler has taken the initiative to ensure the community is well-balanced, serving as an important Valley-wide employment center with exceptional neighborhoods and a full range of housing. The community strives to exceed national standards for parks, recreation, and public safety, resulting in a quality of service residents have come to expect. During years of rapid growth, Chandler leaders made decisions to stay-the-course and not become just another bedroom community; this visionary leadership has allowed the community to thrive and provides a strong foundation from which to grow.

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## Reader's Guide

The Chandler General Plan 2016 is a compilation of policies, text, graphics, and maps that must be used collectively to understand how development will be managed. The general plan is used in conjunction with other adopted policies, specific area plans, or ordinances in determining future development.

General Plan 2016 includes the following series of chapters.

### Introduction and Orientation

This chapter sets the stage for the general plan recommendations by providing the vision, guiding principles, and core values. It also explains the relationship between the general plan and other city planning documents and defines tips for plan use.

### Strategic Community Building

This chapter identifies policies related to the community's overall development pattern and physical character. The chapter includes policies on community placemaking; connecting people and places; growth areas; building a world-class economy; healthy Chandler; and conservation, rehabilitation, and redevelopment.

## Introduction and Orientation

### Focused Stewardship

This chapter identifies recommendations to protect Chandler's resources while continuing to create a quality community. The chapter includes policies on conservation and environmental planning; meeting evolving energy needs; and ensuring future water.

### Strong Community Foundation

This chapter describes how the city will develop and maintain safe, state-of-the-art physical infrastructure to support community development. The chapter includes policies on public services and facilities; public buildings; and financial sustainability.

### Amendments

This chapter presents how the General Plan 2016 will be implemented and amended over time.

## Tips for Using the General Plan

The general plan document is written to be used in its entirety. The plan has been streamlined to improve readability and reduce duplication.

There is a high degree of interrelationship between the various elements that should be considered.

The general plan is much more than the map. The map only graphically indicates general land uses and growth areas. The text determines how land uses or areas could develop.

The general plan provides the policy framework that balances potential competing objectives to maximize overall public benefit.

As a policy document, the general plan requires consistent interpretation. This interpretation begins at the staff and commission level and final approval by city council following adopted procedures and public notice.

A general plan is strategic and written to respond to changing community needs and economic trends over the next ten years. The general plan includes procedures for amending the plan.

## Vision, Guiding Principles, and Core Values

Chandler's community vision is described as an ideal future that is reminiscent of the community today and builds upon the success of the past. It is aspirational and provides the guidance for what community building is intended to achieve. Guiding principles are those areas of focus for Chandler to implement the community's vision. Chandler's General Plan 2016 is organized around three guiding principles. Core values are fundamental to each of the principles and express the goals to be achieved. All three of the guiding principles and core values are of equal importance and together work to implement the community's vision.

### Chandler Community Vision

The City of Chandler is a major urban center reaching build-out over the next few decades, which requires a shift from outward growth to quality community building. Chandler is connected by an efficient regional system and local multimodal transportation network. The city is the recognized leader for its strong economic foundation, desirable neighborhoods, and outstanding public services and its leaders remain focused on quality, sustained planning that ensures a future better than today. Chandler is a regional employment center and important Arizona economic driver; its world-class corporations, emerging technology businesses, and next-generation entrepreneurs call Chandler home because of its well-educated workforce, exceptional educational achievement and opportunities, and superior quality of life.

### Guiding Principles, Core Values

**Strategic Community Building** (Land Use & Development; Housing & Neighborhoods; Design & Aesthetics; and Growth Areas)

Core Value: Maintain Chandler's exceptional quality of life while achieving community excellence.

**Focused Stewardship** (Conservation & Environmental Planning; Air Quality; Noise & Lighting; Flood Control; Energy; and Water)

Core Value: Protect Chandler's resources to sustain the community's continued progression and maturation.

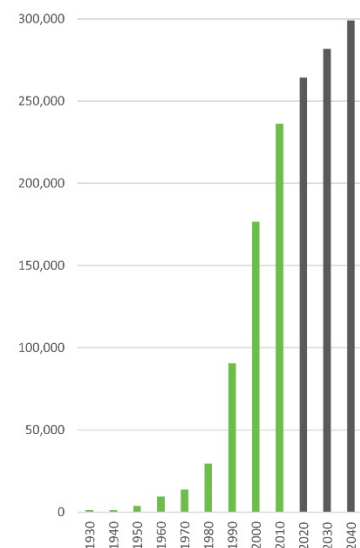
**Strong Community Foundation** (Public Services & Facilities; Public Safety; Cultural Resources; Schools; and Financial Sustainability).

Core Value: Develop and maintain safe, state-of-the-art community infrastructure.

### Policy

Chandler General Plan 2016 is a refinement of the previously adopted and ratified general plan that has served the community extremely well over the past decade. The focus has been to update and fine-tune the policies that guide future development and/or redevelopment. Policies are general rules for action focused on specific issues and consistent with the city's goals. Policies within the general plan have been developed to collectively implement Chandler's vision.

### Chandler's Growth



Source: MAG Socioeconomic Projections of Population, Housing and Employment by MPA and RAZ (2013)

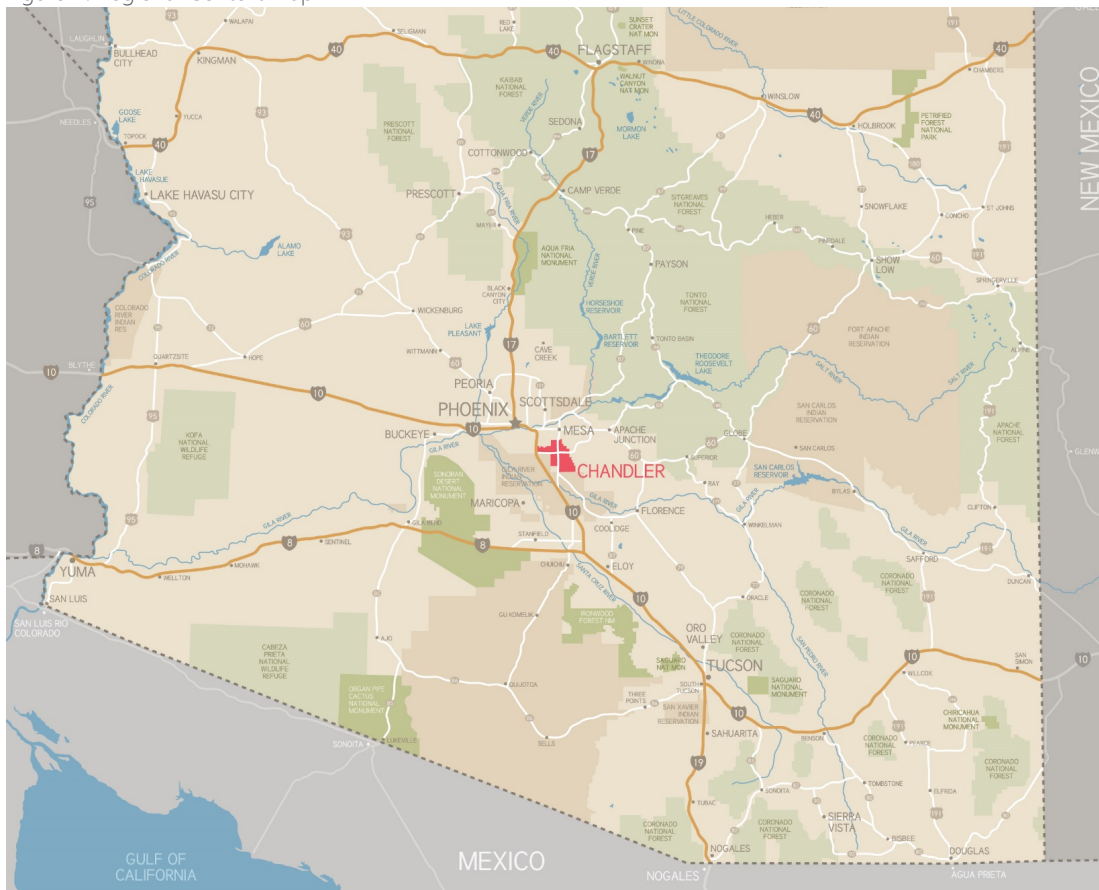
## Chandler Today, Foundation for Tomorrow

Over the past ten years, Chandler's population growth has been slowing and will continue to slow as developable land diminishes. Growth has slowed from 205% during the 1980 to 1990 period, to 95% from 1990 to 2000, and 34% from 2000 to 2010; it's projected to decrease to 12% from 2010 to 2020, and 7% from 2020 to 2030.

Through its period of rapid growth, Chandler evolved from a suburb on the fringe of development to one that has transitioned to an "inner suburb." Housing development has now leapt over Chandler to places such as the City of Maricopa where vacant land is plentiful. Chandler will continue to become a mature suburb serving outlying communities as an employment and entertainment center. Figure 2 depicts Chandler relative to the larger region.

The day of cheap land in Chandler is over and the community is transitioning from being land-rich to land-poor, forever changing development dynamics. Today, 85% of Chandler's land (31,042 acres, excluding right-of-way and infrastructure tracts like railroads and canals) is already developed; only 15% of land within the city remains undeveloped with no annexation opportunities beyond its municipal planning area. As the land supply dwindles, Chandler must focus on new initiatives. Now is the time to be clear that the goal is quality development. Rethinking, reimagining, and re-strategizing

Figure 2: Regional Context Map



revitalizing areas will create capacity for growth and continue to provide new opportunities for Chandler.

Additionally, Chandler lies within a dynamic, growing region with new projects and growth that could provide future opportunities. Staying vigilant about regional, state, and global trends will continue to position Chandler effectively for economic growth and preserve the city's quality of life. In addition to the economic dynamics within the region, there are other major projects and developments that could influence or impact Chandler's future. Figure 3 highlights some of these big ideas.

Figure 3: Regional Projects and Developments

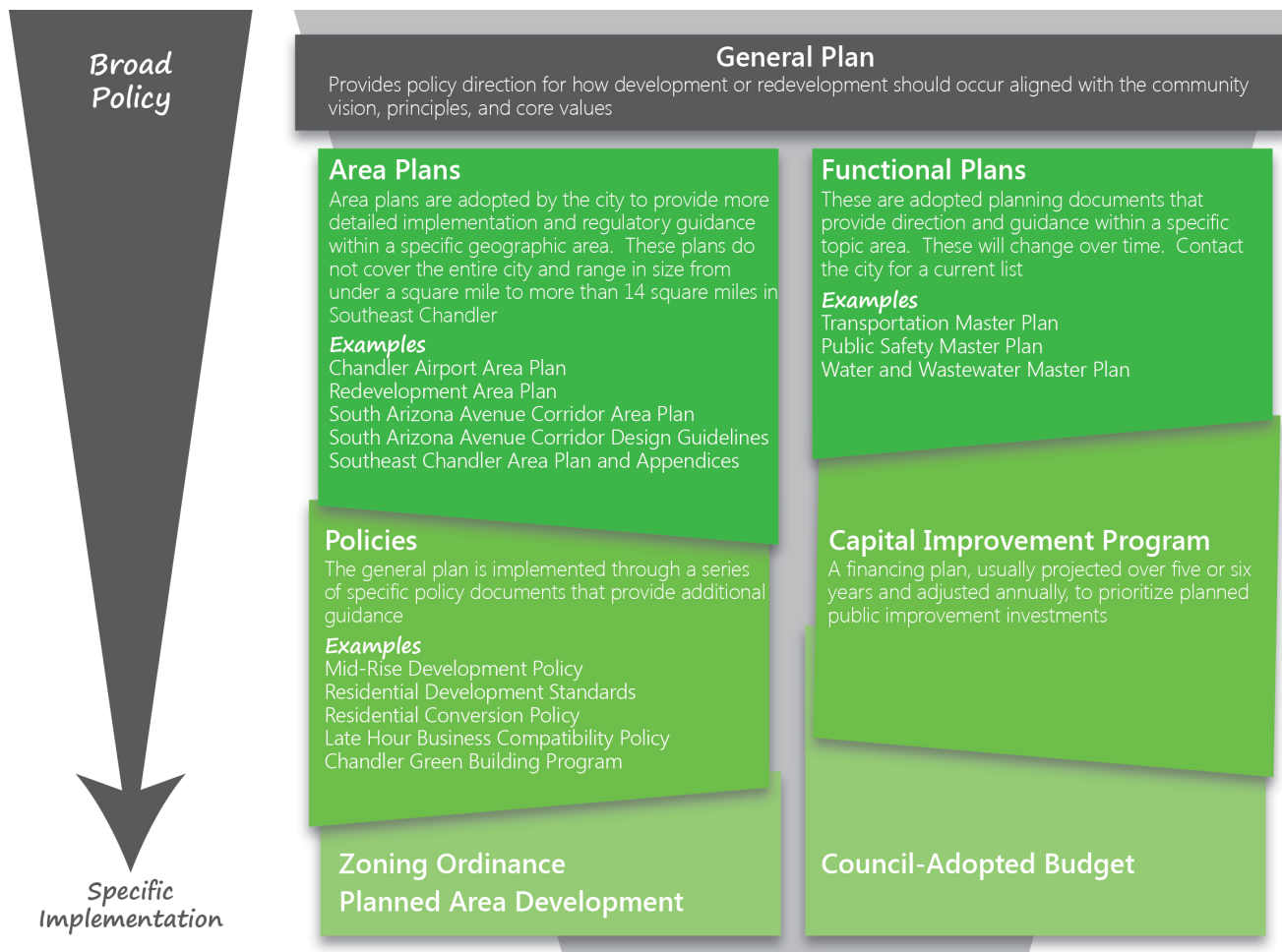


## Hierarchy of Planning

The Chandler General Plan 2016 provides the foundation for all city planning related to development and provides the policy framework for making decisions about how land should be used. The city receives this authority to oversee land use decisions by statute and operates within the legal parameters provided by the law and interpreted by the courts. Chandler General Plan 2016 is intended to provide strategic guidance allowing private property owners and the city to develop the best possible projects to achieve the vision, goals, and policies of this citizen-ratified document.

The general plan is **not** zoning. The general plan sets policy that helps the city manage development. Zoning is the regulatory tool that sets parameters or directs how each parcel of land will be developed. The adopted Chandler Zoning Code describes the intent and requirements for each zoning district within very specific legal rules. The Zoning Map is distinct from the city's Future Land Use Map in the level of specificity. The Land Use Map provides a general depiction of how future land uses might occur and the Zoning Map is a parcel-specific identification of approved development rights.

Figure 4: Hierarchy of Plans



Arizona Revised Statutes (ARS § 9-462.01F) requires that all zoning regulations and rezoning actions be consistent and conform to the general plan. The general plan cannot change zoning that has already been granted to a piece of land. If a landowner would like to change zoning and the proposed zoning is in conflict with the general plan (i.e., policy or map), the general plan must be amended prior to the zoning change. To change the general plan or rezone property, there is a city review and approval process as well as public notice procedures and public hearings that must occur.

Additionally, the city has other, more specific plans that also guide decisions within programs (e.g., transportation, parks and recreation, public safety) or specific areas. These additional plans supplement and work in concert with the general plan for development decision making.

Lastly, the city's annual budget and capital improvement program sets priorities and allocates funding related to community projects. Figure 4 illustrates the planning and policy-making process in Chandler and how broad direction set forth within General Plan 2016 informs the development of other city policies, plans, and decisions. Because these documents are periodically updated and new plans created, contact the City of Chandler planning division for the most up-to-date documents.

Chandler is committed to engaging the public it serves into the planning and policy-making process. Through a transparent process, the city continually seeks partnership with the public and stakeholders to continually engage in and provide feedback towards the decisions that shape the community's future.



## Chandler Timeline

1910

1912  
Arizona achieves statehood  
Chandler is founded  
Town Park (now A.J. Chandler Park)  
constructed

1914  
Chandler High School opens

1920

1921  
Town of Chandler incorporates

1926  
First Zoning Code adopted  
1929  
Dedication of Municipal Airport

1930

Population  
Arizona 435,573  
Chandler 1,378

1940

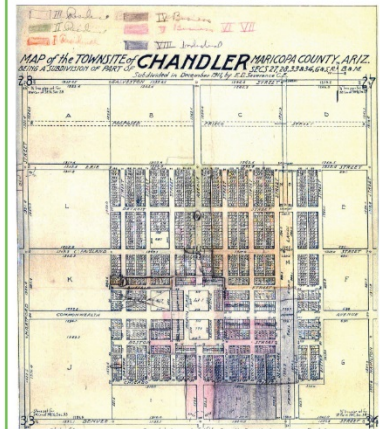
Population  
Arizona 499,261  
Chandler 1,239

1950

Population  
Arizona 749,587  
Chandler 3,799  
(207% increase from 1940)

Median household income  
Arizona \$2,375

Chandler townsite (1911)



Source: City of Chandler

Paving of Arizona Avenue (circa 1921)



Source: City of Chandler

1940  
State Route 87 bisects A.J. Chandler Park

Municipal Airport (1943)



Source: City of Chandler



Source: City of Chandler



## 1960

Population  
Arizona 1,302,161  
Chandler 9,531

1963  
Second Zoning Code adopted

## 1970

Population  
Arizona 1,775,399  
Chandler 13,763

1970  
First general plan (*Guide for Growth 1970-1990*) adopted

Establishes policy to build a school and a park in each square mile

Designates area around municipal airport and east side of Stellar airstrip for industrial development

Identifies Consolidated Canal as a hiking and riding trail

Extends planning area south to Ocotillo Road

1976  
Chandler General Plan adopted providing a detailed analysis of water demand, water quality, wastewater, and storm drainage  
Third and current Zoning Code adopted

1979  
Intel begins construction on Chandler Boulevard Campus initiating a chain reaction of new industrial and high-tech jobs fueling rapid growth in housing and retail development



Source: Intel

## 1980

Population  
Arizona 2,718,425  
Chandler 29,673  
(9th largest city in state)

1982

Circulation and Land Use Element  
adopted

Designates South Price Road  
as a major employment area

Caps high-density residential  
at 18 dwelling units per acre  
outside of Downtown, regional  
commercial areas, senior  
housing, and "unusual  
environmental design"

Designates commercial nodes  
along Ray and Arizona  
Avenues

Extends planning limits south  
to Hunt Highway

1983

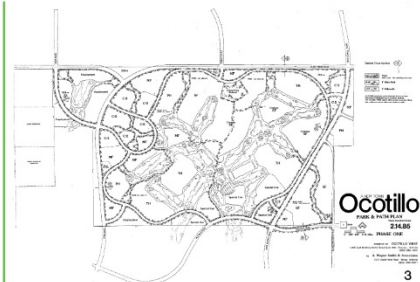
South Chandler Area Plan  
adopted as an amendment to the  
General Plan establishing major  
circulation patterns and land use  
policies for South Chandler

1984

Redevelopment Plan adopted  
  
Motorola, first major employer to  
South Price Road, begins  
construction

1985

Ocotillo, one of the first  
master-planned developments,  
begins construction



Source: City of Chandler

Chandler Gilbert Community  
College founded

1986

Rocky Mountain Financial Center,  
first major Downtown  
redevelopment project, begins  
construction

From 1988 to 1998, space was  
leased in the Rocky Mountain  
Financial Center for City Hall

## 1990

Population  
Arizona 3,665,228  
Chandler 90,533  
(205% increase from 1980)

1990

**Land Use Element** adopted

Requires area plan adoption for the entire section in order to receive zoning approval from city council

First time the general plan uses the term "South Price Road"

1991

Desert Breeze Park constructed; the park includes an urban fishing lake, miniature train, and splash pad

1994

Intel builds the first of three "fabs" at the Ocotillo Campus on South Price Road



Source: Intel

1995

**Residential Diversity Standards** adopted as a way to discourage "cookie cutter" homes

Policy adopted encouraging diverse architectural design within each new neighborhood. Chandler was the first in the area to adopt such standards

1996

Tumbleweed Park begins Phase I construction. Today the park includes a recreation center, tennis center, and historical education center

1997

**Boyer Building**, second major downtown redevelopment project, begins construction

From 1998 to 2010, space was leased in the Boyer Building for City Hall

1998

Land Use Element adopted reserving South Price Road for high-tech firms  
Chandler Airpark Area Plan is adopted

1999

Southeast Chandler Area Plan is adopted with a vision for lower-density, rural-character development

### 2000

Population  
Arizona 5,130,632  
Chandler 176,581

Median household income  
Arizona \$40,558  
Chandler \$58,416

Chandler size  
57.98 square miles

#### 2001

Loop 101 (Price Freeway) is completed through Chandler

Chandler Fashion Center Mall opens

Chandler General Plan adopted bringing together all of the elements required by the Growing Smarter Act and formalizes for the first time in writing the South Price Road Corridor policies (including a minimum of 15-acre parcels, single-user campus environment)

#### 2005

Loop 202 (Santan Freeway) completed through Chandler

#### 2006

South Arizona Avenue Corridor Area Plan adopted; established a land use strategy for the redevelopment of Downtown

Fulton Ranch, last major master-planned community, begins construction

#### 2007

Veteran's Oasis Park constructed: the park includes an environmental education center, urban fishing lake, and several water recharge ponds

#### 2008

Chandler General Plan (**Build-out & Beyond**) is adopted

Emphasizes that Chandler is approaching build-out and introduced policies such as:

Encourages higher densities in certain areas (removed the 18-dwelling unit per acre maximum density from downtown, regional commercial areas, and along high-capacity transit corridors)

Introduces "Innovation Zones" on South Price Road Corridor to allow multi-tenants and developments on parcels that may be less than 15 acres in size

Discourages the conversion of employment land uses to residential land uses in order to maintain a fiscally sustainable community

#### 2009

Chandler park-and-ride constructed better connecting residents with downtown Phoenix

#### 2010

Chandler City Hall constructed

### 2010

Population  
Arizona 6,392,017  
Chandler 236,123  
(4th largest city in Arizona)

Chandler size  
64.52 square miles



Source: City of Chandler





Intel Ocotillo Campus construction

# STRATEGIC COMMUNITY BUILDING

## **Policies**

- 1.1 Community Placemaking
- 1.2 Growth Areas
- 1.3 Conservation, Rehabilitation, and Redevelopment
- 1.4 Connecting People and Places
- 1.5 Building a World-Class Economy
- 1.6 Healthy Chandler

## **Arizona Statutorily Required Elements Covered**

- Bicycling
- Circulation
- Conservation, Rehabilitation, and Redevelopment
- Cost of Development
- Growth Area
- Housing
- Land Use
- Neighborhoods
- Open Space
- Public Services and Facilities
- Recreation

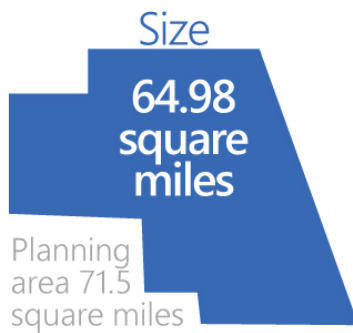
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# Strategic Community Building

## CORE VALUE

Maintain Chandler's exceptional quality of life while achieving community excellence.

Strategic community building sets the framework for physical development to occur within the City of Chandler. The varied development pattern demonstrates Chandler's desirability as a place to live, work, shop, recreate, and learn in a well-planned environment. Now, with less land available, it is critical to build on community assets, learn from the past, and make the best possible decisions about Chandler's future.



Source: City of Chandler (2015)

Placemaking is the process of creating quality places people want to live, work, play, and learn.



Car show in Downtown Chandler

## Community Placemaking

Today, 85% of Chandler's land is developed; only 15% of land within the city remains undeveloped and there are no annexation opportunities beyond the city's municipal planning area. Careful attention to undeveloped land and redevelopment is critical. Maturing cities must continue to evaluate and address the connection between the movement of people and goods with the location of various land uses. As cities mature, certain development projects become obsolete (as is evident along North Arizona Avenue) where major shopping centers sit vacant. These areas are suitable for redevelopment and adaptive reuse.

Maintaining a high quality of life requires careful attention to community placemaking. Placemaking is more than just creating a nicely designed landscape; placemaking collectively creates spaces, both publically and privately-owned, where people want to be and interact. Downtown Chandler is that type of special place. How placemaking throughout Chandler is accomplished will contribute greatly to Chandler's quality of life.

There has been an evolution of land use planning in Chandler: from the 2001 General Plan that stressed maintaining the overall low-density residential and low-profile building forms to the 2008 General Plan's focus on greater development intensity in appropriate locations and circumstances. Chandler's General Plan 2016 includes policy that further evolves the focus toward strong comprehensive community building. These policies recognize that Chandler is aging, and strong neighborhoods and diverse employment opportunities are critical. These general plan policies focus on strengthening employment corridors and recognizing the differences, as well as synergistic relationships, of employment areas (e.g., Chandler Airpark or North Arizona Avenue attracting supplier companies that can support businesses along the South Price Road Corridor).

### Future Land Use Plan

The Future Land Use Plan Map (Figure 5) is intended to graphically depict Chandler's strategic development philosophy relating to future land uses and not intended be a parcel-by-parcel land use allocation. It does not represent zoning classifications. Chandler's Zoning Code must be used to determine the zoning classification assigned to individual parcels. Property owners must go through a zoning process if there is a desire to make changes to specific zoning on their property before development.

Following are the categories and description of the land uses illustrated on the Future Land Use Plan Map.

### Neighborhoods

The predominant land use in this category is residential, however; a variety of other uses are allowed based on location and other compatibility criteria described below. The following residential densities and non-residential land use are allowed in the Neighborhoods category subject to the following criteria:

*Rural residential* (0-2.5 dwelling units per acre) are appropriate in areas adjacent to rural or large lot subdivisions.

*Low-density residential* (2.5-3.5 dwelling units per acre) are appropriate in areas adjacent to rural and large lot subdivisions.

*Medium-density residential* (3.5-12 dwelling units per acre) can be considered for infill parcels in areas located between land uses of different intensities where a transitional use or density gradation is advisable, or as a component of a mixed-use development. Medium-density residential may be located along arterial roads, freeway corridors, adjacent to employment and commercial areas, regional parks or major recreation facilities, or as part of an approved neighborhood or area plan where compatibility, transition, or other justifications warrant approval.

*High-density residential* (12-18 dwelling units per acre) can be considered adjacent to arterial roads and freeways, downtown, regional commercial areas, along high-capacity transit corridors, and adjacent to employment areas.

*Urban residential* (densities exceeding 18 dwelling units per acre) can be considered in Downtown, as an incentive to replace underutilized commercial centers located within the infill incentive district, in regional commercial areas, and within designated high-capacity transit corridors. The maximum allowable density will be determined at the time of development plan approval by the city and based on such considerations as existing and planned capacities for water and sewer infrastructure, trip generation by traffic/transit systems, compatibility with adjoining land uses, ability to transition to adjacent existing lower-density residential if applicable, and other factors. In order to maximize the efficiency of land uses and promote sustainable urban development, developments with urban residential densities should be designed to accommodate a mix of uses on the ground floor that could include retail, office, or live-work opportunities.



Ocotillo neighborhood





Aquatics Office Building

*Mixed-use developments* (vertical and horizontal) containing residential, commercial, and/or office can be considered at the intersection of major arterials, freeway interchanges with arterial streets, commercial areas, Downtown, and high-capacity transit corridors. Residential densities within mixed-use developments will be determined in accordance with the locational considerations outlined previously as well as by infrastructure capacity, neighborhood compatibility, and design quality.

Residential conversions or the conversion of single family homes to commercial or office uses may be considered subject to compliance with the Residential Conversion Policy. Homes fronting a major street are eligible for such conversions and should be compatible with the surrounding neighborhood as provided in the Residential Conversion Policy. Conversions may be considered for homes that do not front a major street when they are located within the Adaptive Reuse Overlay District (see Conservation, Rehabilitation, and Redevelopment section).

*Public facilities, offices, and institutional uses* may be located along arterial street frontage. Elementary schools, churches, and other places of worship can be considered within residential neighborhoods upon placing special attention to buffering, building size and height, adequate parking, access, and neighborhood circulation.

*Neighborhood commercial* will continue to be most appropriate at the intersection of major arterial roads and other strategically situated areas to serve the commercial needs of the low-density residential areas.

*Community commercial* is appropriate along freeways and at the intersection of major arterial streets. Locations are determined by the following factors: traffic, market demand, residential densities, adjacent land uses, proximity and relationship to other planned or developed commercial areas, and other factors determined by the city council.

Community commercial centers exceeding 300,000 square feet may be considered by council upon consideration of the following additional criteria:

- **Context:** The proposal takes into account the amount of commercial retail in close proximity to large-scale centers to prevent an over-intensive environment and includes an analysis of alternative uses. Proposed community commercial developments also take into account impacts upon land use within a ½-mile radius of the site. Access to regional markets and transportation are also considered.
- **Compatibility:** The proposal is adequately buffered from adjoining, less-intensive land uses emphasizing techniques such as but not limited to setbacks, landscape buffers, and building scale. Buffers, transitional uses, attention to building size, height, and truck delivery movement should be considered in site design in order to provide compatibility and convenient access.

- **Environment:** The proposal demonstrates a high level of site design, landscaping, architectural excellence, and environmental sensitivity. Adequate parcel area to ensure a higher standard of open space, plazas, and focal points may also dictate the justification for a greater square footage. Unique site plans, building layouts and designs, broken building masses and use of materials, and detail that contribute to the unique quality of the architecture, building, landscape, and site design that contribute to the overall compatibility with adjacent neighborhoods are encouraged. Freestanding pad users located on the corner of a planned shopping center and along arterial streets are situated so the main center remains visible and that the visibility and functionality of later phases are maintained.
- **Infrastructure/Mobility:** The proposal demonstrates sufficient accommodation for increased traffic, offsite improvements, pedestrian and bicycle amenities, access to alternative transportation, and other measures as per approved traffic and pedestrian studies.
- **Market:** The proposal is accompanied by a comprehensive market evaluation study and phasing plan, including a public revenue/benefit analysis.
- **Other:** Any other documentation that serves to provide a rational basis to exceed 300,000 square feet.

*Commercial office complexes* such as garden offices are appropriate along arterial roads and are adjacent to or mixed in with neighborhood or community commercial centers. For large office buildings and corporate offices, see the Employment category.

### Regional Commercial

This category includes major regional commercial developments such as malls, power centers, large single-use retail, and other major commercial centers. Regional commercial locations are shown on the Future Land Use Plan Map and are also eligible for consideration of urban-style mixed-use developments, large office users, and a compatible mix of residential densities.

### Employment

The Future Land Use Plan Map focuses attention on strengthening the community's economic base by expanding the growth areas and identifying a variety of employment areas for future growth. Major employers, knowledge-based industries, and industrial/business parks are allowed within Employment. A compatible mix of supporting commercial uses and residential densities as an integral component may be considered.

Light industrial business parks may be considered in campus-like settings containing knowledge-based employers, corporate offices, manufacturing, and warehouse and distribution. A compatible mix of industrial support uses and residential densities may also be considered as an integral component of a planned mixed-use development.



Orbital

Large office developments offer additional employment prospects for the city's workforce. Corporate offices and large multi-story offices with multiple tenants can be considered in employment areas as well as in Downtown, regional commercial areas, growth areas, along freeways, and along high-capacity transit corridors. In some instances where surrounding land uses are determined to be compatible, corporate offices may locate on the same site as their research or manufacturing functions.

The transitional employment corridor is located in between Arizona Avenue and the Union Pacific Railroad to the east, extending from Willis Road on the north to the city's southern limits. This area is unique in the Employment designation because it is characterized by a mix of land uses including industrial, commercial, institutional, recreation, neighborhoods, and a range of residential densities. A compatible mix of land uses may continue to be considered within the corridor's Employment designation. The appropriate land use mix will consider conditions such as the adjacent uses, parcel size, and transitioning techniques as presented in any particular development request to determine compatibility.



Desert Oasis Park

### Recreation/Open Space

The Future Land Use Plan Map identifies municipal parks and public-owned open spaces that are greater than five acres. A comprehensive and safe parks system, trails, and recreational facilities are important assets to Chandler residents. As the community matures, the focus shifts from developing new facilities to maintenance and upgrades to meet changing demographics.

### Growth Areas

The six growth areas are identified on the Future Land Use Plan Map. Policies are identified later in this plan that provide more specific direction for the development of various land uses located within each growth area.

## Additional Development Guidance

### Mid-Rise Development Policy

The City of Chandler approved a Mid-Rise Development Policy on April 10, 2006 that was triggered by a request exceeding 45 feet in building height where the zoning designation does not allow the height. The policy addresses the following:

- Requires that mid-rise building heights go through the planned area development (PAD) zoning process except when permitted through a PAD zoning overlay.
- Identifies general locations and the performance characteristics of appropriate mid-rise projects (e.g., within growth areas).
- Presents basic design considerations to be made through a collaborative process (i.e., staff, commission, and council along with neighboring property owners and the developer).

### **Mixed-Use Development**

Mixed-use development encourages pedestrian-oriented places that provide compatible land uses in close proximity allowing residents to live, work, play, and shop in one place. Past policies focused on encouraging horizontal mixed-use but did not discuss the potential of vertical mixed-use projects and the type of placemaking that it creates. As land uses along North Arizona Avenue redevelop, vertical mixed-use projects that are designed in a manner that provides a transition to existing residential should be encouraged. Additionally, Chandler promotes areas that include a combination of vertical and horizontal mixed-use projects that create walkable neighborhoods.

### **Vertical Mixed Use**

Vertical mixed use combines different but compatible uses within the same building. Business or public uses might be located on the first floor while condominiums, apartments, or a hotel might be on upper floors. Other floors might transition in uses from business on street level, a hotel on the second level, offices on the third level, and residential on upper floors.

### **Horizontal Mixed Use**

This term refers to the combination of intensity of single-use developments arranged along a block. Historic main streets were considered horizontal mixed-use developments. Horizontal mixed use could also take advantage of sharing amenities or services.

### **Transit Oriented Development (TOD)**

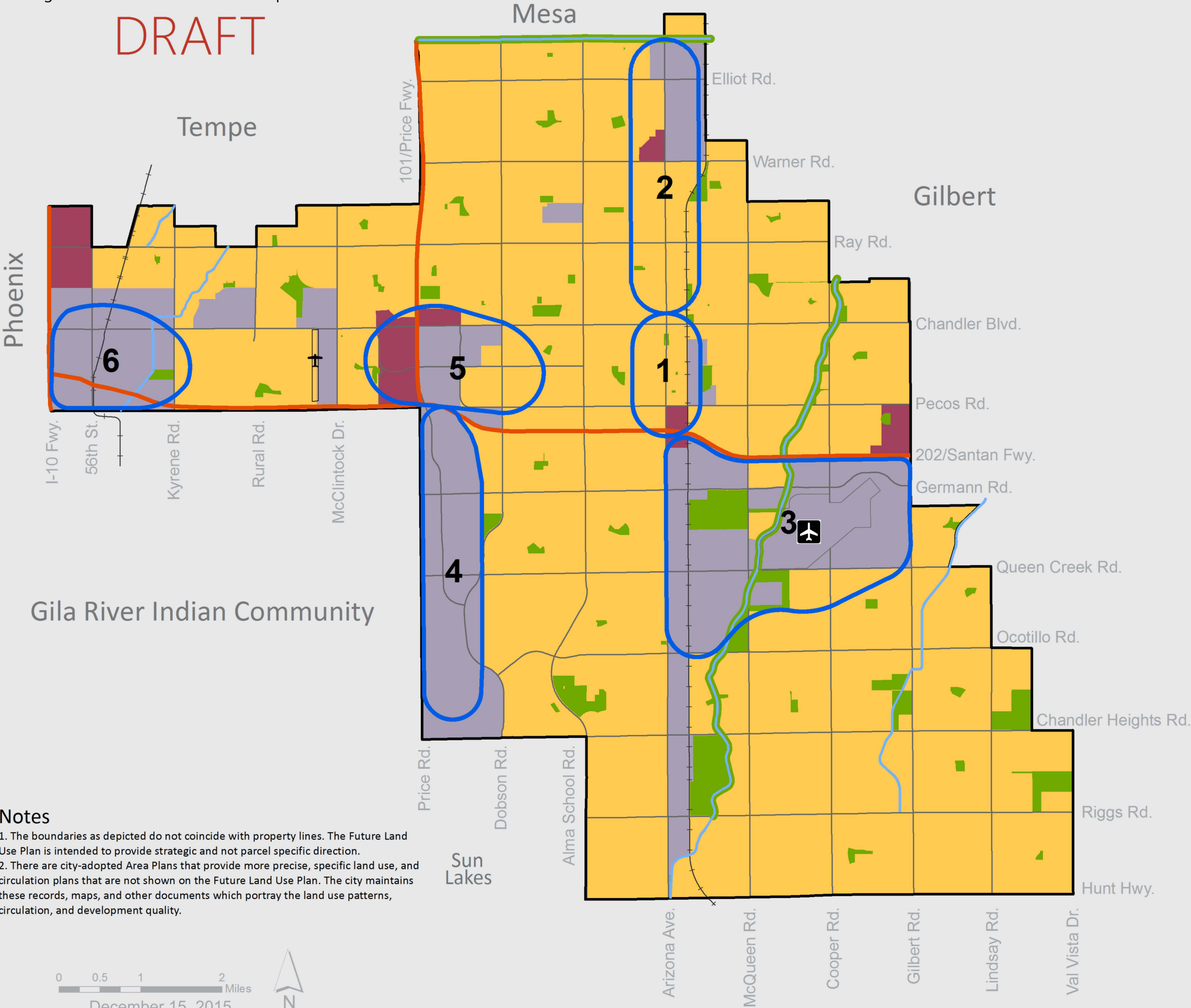
The City of Chandler has identified high-capacity transportation corridors that connect the city to regional destinations and move large numbers of travelers. These corridors are intended to develop over time as mixed-use corridors of higher-intensity development in close proximity to transit. Chandler has identified three high-capacity corridors where TOD could be developed. These corridors include Arizona Avenue, Chandler Boulevard, and Rural Road. TOD may also be considered along fixed-route bus corridors where densities greater than 18 dwelling units per acre are permitted.

### **Area Plans**

Area plans have historically played an important role in Chandler's planning efforts. These Council-adopted plans continue to guide decision making within the plan's purview and provide more specific land use and circulation direction in a localized area. The city maintains and keeps all area plan records, maps, and other documents and illustrations that portray the land use patterns, mix of land uses, circulation, and development quality expectations. The details of these area plans are not graphically reflected on the Future Land Use Plan Map except by reference. These plans must be referred to in determining development guidance on specific parcels that fall within an area plan. Developers should contact the City of Chandler to determine if an adopted area plan impacts your potential development area.



Figure 5: Future Land Use Plan Map



# Future Land Use Plan Map

- Neighborhoods**  
This category allows a range of residential densities and a variety of non-residential uses such as commercial, institutional, public facilities, and commercial offices based upon location and other criteria as described in the text of the general plan.
- Regional Commercial**  
Major regional commercial uses such as shopping malls, power centers, large single-use retail, and other commercial centers. As described in the general plan text, these locations are eligible for consideration of urban-style mixed-use developments. Other supportive land uses that may be allowed include large offices and mixed residential densities.
- Employment**  
Major employers, knowledge-based employers, industrial/business parks, and industrial support uses. A compatible mix of supporting commercial uses and residential densities as an integral component may be considered as described in the General Plan text, growth area policies, and area plans.
- Recreation/Open Space**  
Public parks and open spaces shown are greater than approximately five acres. Refer to the Parks and Open Space Map for more information.
- Growth Areas**  
Targeted areas suitable for planned multimodal transportation and infrastructure expansion and improvements designed to support economic growth with a planned concentration of a variety of uses such as residential, office, commercial, tourism, and industrial. A.R.S. §9-461.05

1. Downtown Chandler
2. North Arizona Avenue
3. Chandler Airpark
4. South Price Road Corridor
5. Medical/Regional Retail
6. I-10/Loop 202

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Rural residential neighborhood in Chandler

Examples of adopted Area Plans include:

#### **Chandler Airpark Area Plan**

This area plan covers nine square miles around the Chandler Municipal Airport and is intended to protect employment opportunities and ensure land use compatibility with the airport and aircraft operations.

#### **Southeast Chandler Area Plan**

This plan covers 14.5 square miles located south of Ocotillo Road and east of Arizona Avenue to ensure development compatibility with the area's agricultural heritage, rural lifestyles, and natural environment. The plan suggests accomplishing these goals by maintaining low residential densities, a rural arterial street character, and rural-styled architectural design.

#### **Downtown–South Arizona Avenue Corridor Area Plan**

This plan provides policy direction for redevelopment in Downtown and the surrounding area. The Redevelopment Area Plan, adopted in 1995, provides specific redevelopment strategies for five areas encompassing Downtown and surrounding neighborhoods. The South Arizona Avenue Corridor Area Plan, adopted in 2006, amended the strategies for two of those areas that cover downtown and extends south to Pecos Road.

#### **Sources of Aggregate**

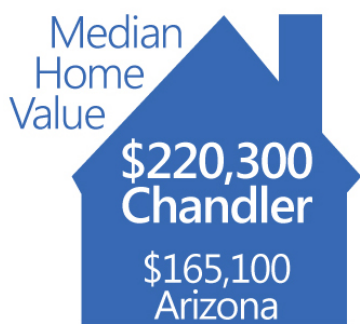
Arizona Revised Statutes requires that the general plan include sources of currently identified aggregates from maps that are available from state agencies, policies to preserve currently identified aggregates sufficient for future development, and policies to avoid incompatible land uses. Aggregate refers to coarse particulate materials used in construction such as sand, gravel, and crushed rock. Maps obtained from the Arizona Geological Survey, the Arizona Department of Transportation, and other agencies that identify locations of aggregate mining operations indicate there are no currently identified sources of aggregate within the City of Chandler's municipal planning area.

#### **Neighborhoods and Housing**

Neighborhoods are typically defined as a group of houses or buildings that are organized together as a unit with some recognizable characteristic. Neighborhoods may include a compatible mix of land uses. Chandler residents identify neighborhoods as an integral part of Chandler's quality of life and a particular point of pride.

Maintaining quality as the community matures requires diligent effort. Chandler has earned an outstanding reputation for well-planned suburban neighborhoods. Encouraging diverse housing stock helps to build quality neighborhoods. Chandler has been successful in developing neighborhoods that offer a broad mix of housing styles, offering residents choices.

Most of the city has developed during the past 20 years; maintaining neighborhood and housing quality will be critical in the future. Evaluating housing quality encompasses a range of issues that are central to quality of life including safety, design and appearance, maintenance and energy efficiency, and occupant and community health. The quality of the existing housing stock reflects the economic prosperity and pride of Chandler. While many housing units have been well maintained, older housing units may have been built



Source: U.S. Census Bureau (2013)

to outdated building codes using materials and construction techniques that are no longer considered safe or sustainable.

According to the City of Chandler 2015-2019 5-Year Housing and Urban Development (HUD) Consolidated Plan, Chandler has a relatively higher median income (33% higher than Maricopa County median), a larger proportion of dual-earner households, and an educated workforce. Despite these favorable statistics, there are areas with larger concentrations of residents with lower income levels—particularly those households with at least one person age 62 or older or at least one child less than six years—as these households are more likely to have a single income source.

There is a direct correlation between a household's income level and the ability to pay for adequate housing. The U.S. Census defines a household as "all the people who occupy a housing unit," including both related and unrelated people. Family households are people who share the same housing units and are related by birth, marriage, or adoption to the householder. A family household may contain people not related to the householder who are counted as part of the household but not as part of the family. Non-family households are people living alone and groups of unrelated people sharing a housing unit.

HUD defines housing affordability as paying less than 30% of gross household income for total housing cost (rent or mortgage plus utilities). Households paying more than 30% of household income for housing are considered cost burdened and households paying more than 50% of household income for housing are considered severely cost burdened. Lower-income households have little remaining to pay for essentials such as clothing, food, transportation, and child care because of housing costs, while higher-income households may choose to pay more for housing and can still afford essentials. Cost-burdened households at all income levels impact local businesses, particularly businesses such as restaurants and recreation services that rely on discretionary spending.

The city adopted the Chandler FY2015-2019 5-Year HUD Consolidated Plan that provides a framework for addressing housing, the homeless, community development, and economic development activities. The Community and Neighborhood Services Department is responsible for developing and implementing Chandler's HUD Consolidated Plan.

Chandler's current HUD Consolidated Plan goals include:

- Increase homeownership opportunities for low- and moderate-income households.
- Rehabilitate the existing housing stock.
- Increase the supply of affordable housing.
- Support services and facilities for homeless people, people with special needs, low income, and other needy populations.



For Our City community volunteer event



- Participate in a regional Continuum of Care system to effectively transition persons who are homeless to appropriate permanent housing settings.
- Revitalize Chandler's neighborhoods.
- Strengthen the coordination and delivery of services.

According to the Consolidated Plan, some of Chandler's oldest neighborhoods in the central city and neighborhoods north of the Loop 202 (Santan Freeway) are long established and have higher concentrations of low-income and minority households. There are nine Census Block Groups where at least 51% of the population is low and moderate income and 32 where at least 34.57% of the population is low and moderate income. The City of Chandler identifies these geographic priority areas for a comprehensive approach to neighborhood revitalization and stabilization.

The city offers two neighborhood academies: a homeowners association (HOA) academy for residents wanting to learn about laws that govern HOAs and a traditional neighborhood academy for non-HOA residents wanting to improve neighborhood quality of life and identity. The academies work to create a strong sense of identity and pride that will serve as the impetus for residential-area revitalization. Focused efforts include housing rehabilitation, addressing obsolete housing, demolishing vacant uninhabitable structures, single-family infill development, and possibly re-platting of some areas to achieve lot sizes and shapes more attractive to new single-family development.



Chandler Homework Program  
community volunteer event

### Design and Aesthetics

The City of Chandler is a vibrant community looking to its past for inspiration for new designs that fit its image as a high-tech community. The city commitment to quality design is reflected in its attractive public buildings and spaces, landscaped boulevards, and state-of-the-art architecture.

The City of Chandler adopted a Percent for Public Art Ordinance in 1983. The ordinance set aside 1% of limited capital improvement projects – primarily new buildings and parks – for the acquisition, commission, and installation of public art. Over the last 30 years, the city has acquired an extensive collection of sculptures, paintings, prints, and textiles. Many pieces of the collection are located in municipal buildings, on street corners, in parks, and other public areas for residents and visitors to enjoy.

Quality design and aesthetics are also important in the community's public spaces. The community entry monuments, signage, and architectural building designs are representative of Chandler's design aesthetic reflecting the local environment, cultural values, and artistic vitality of the community and surroundings.

Many residents who participated in the general plan process, particularly younger school-aged residents, expressed a desire to expand the diversity of building architecture, beyond the different shades of brown and tile roofs that can be found throughout the city. While much of the city is built, the city will continue to strive for high quality and diverse building and site design as new development or redevelopment proposals are evaluated through the public hearing process.

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## 1.1 Community Placemaking Policies

### 1.1.1 Land Use and Development

- a. Emphasize developing a balance of land uses that support community building and a healthy lifestyle while ensuring a positive overall community benefit.
- b. Encourage live/work developments, where appropriate (e.g., Downtown, high-capacity transit corridors, regional commercial nodes).
- c. Improve accessibility to and within Growth Areas.
- d. Protect employment land use areas to support economic development goals.
- e. Support land uses and intensities with assured accessibility, infrastructure, and water resources.
- f. Encourage compatible infill projects.
- g. Encourage building heights greater than 45 feet at select locations in accordance with the Mid-Rise Development Policy.
- h. Emphasize pedestrian and bicycle connectivity to transit facilities.
- i. Locate buildings to take advantage of transit stop locations to encourage pedestrian and bicycle trips as an alternative to automobile use.

### 1.1.2 Housing and Neighborhoods

- a. Provide for a variety of housing choices for all income levels.
- b. Promote a compatible mix of housing types in infill areas.
- c. Encourage a range of housing types within walking distance of schools and other community facilities (e.g., libraries, transit centers, community centers, health clinics, recreation spaces, and healthy food establishments).
- d. Address housing needs of fixed-income elderly persons and other special-needs populations.
- e. Support the aging and disabled population in neighborhoods by continuing to implement programs that assist them in meeting neighborhood maintenance codes.
- f. Increase capacity for and coordination of affordable housing programs and projects.
- g. Concentrate on improving housing affordability citywide.
- h. Continue to encourage private investment in affordable housing.
- i. Enforce housing and neighborhood maintenance policies.
- j. Improve rental housing maintenance to ensure quality neighborhoods.
- k. Protect the low-density residential character of large lot neighborhoods.

- l. Ensure compatible transition between residential areas and incompatible land uses as well as between intensity of land uses (e.g., between employment and residential).
- m. Improve transition between and continuity of old and new neighborhoods.
- n. Maintain, and where needed, improve infrastructure as neighborhoods age.
- o. Create and promote educational outreach and training seminars on housing and neighborhood maintenance.
- p. Continue to increase the quality of life in neighborhoods by promoting civic engagement.
- q. Continue to recognize adopted neighborhood and specific area plans that provide further development guidance in targeted areas.
- r. Foster organization of and training for HOA and traditional non-HOA neighborhoods.
- s. Continue to provide programs that encourage neighborhood identity and a sense of place.
- t. Foster partnerships and collaboration with non-profits, businesses, and other organizations to support neighborhood and community development.

### 1.1.3 Design and Aesthetics

- a. Strengthen "sense of place" through public art, gateway development, and streetscape/aesthetic treatments.
- b. Consider a more diverse building façade and color palette for the built environment.
- c. Protect and expand public art and cultural amenities.
- d. Support cultural enrichment and diversity through programs and facilities such as performing arts, museums, and historic preservation.
- e. Continue to support the Percent for Public Art Program and the city's performing and visual arts facilities.
- f. Continue to promote excellence in building and site design.

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### Growth Areas

According to Arizona Revised Statutes, growth areas are targeted areas within the community that are suitable for planned multimodal transportation and infrastructure expansion. These improvements are designed to support economic growth with a planned concentration of a variety of uses such as office, commercial, tourism, industrial, and residential. Where appropriate, new development is encouraged to occur in mixed-use projects. This concept has evolved in Chandler. Figure 6 depicts the six growth areas that provide a framework for new development.

It is important to note that there are infill lots and parcels that will be redeveloped outside of these growth areas. Chandler encourages infill and redevelopment to occur in appropriate areas throughout Chandler.

#### Downtown Chandler

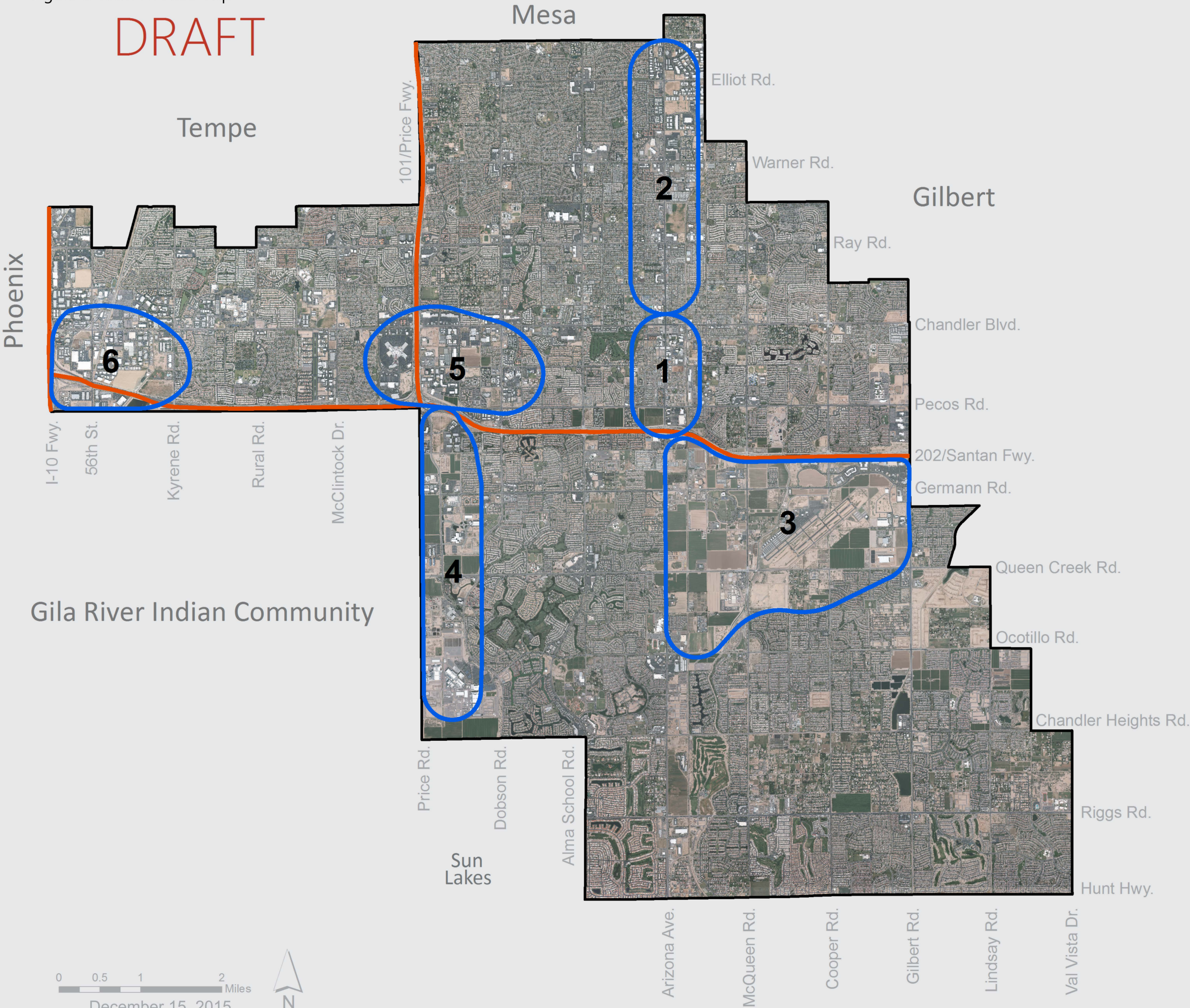
Downtown includes the historic square and extends south to Loop 202 (Santan Freeway). Downtown Chandler has become a destination for arts, entertainment, tourism, specialty retail, and special events (Figure 7). Public and private investment has preserved the Downtown's historic character while expanding its economic potential, and the Enhanced Municipal Service District protects the quality of Downtown businesses. Neighborhood revitalization continues to occur in surrounding areas while new, high-density housing – which is critical to Downtown viability – is developing, creating a vibrant live, work, and play atmosphere. Growth area policies focus on maintaining civic open spaces, expanding entertainment options, adding uses that support downtown residents, and continuing to redevelop Downtown with higher densities, mixed-uses, and transit-oriented development. The South Arizona Avenue Corridor Area Plan, which provides more specific revitalization goals, should also be referred to when considering development in Downtown Chandler.




Downtown Chandler



Figure 6: Growth Areas Map



## Growth Areas Map

 **Growth Areas**

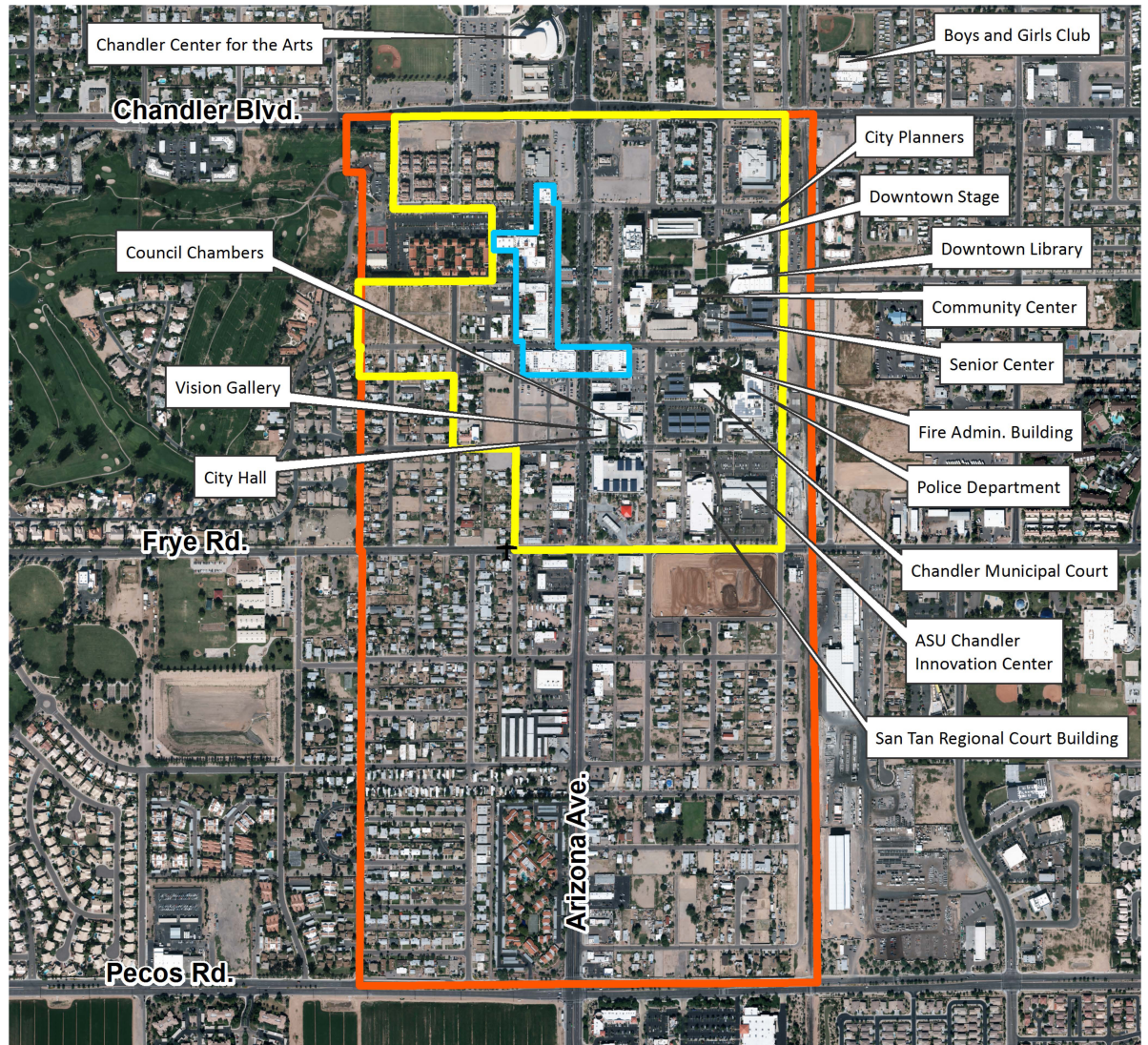
Targeted areas suitable for planned multimodal transportation and infrastructure expansion and improvements designed to support economic growth with a planned concentration of a variety of uses such as residential, office, commercial, tourism, and industrial. A.R.S. §9-461.05

1. Downtown Chandler
2. North Arizona Avenue
3. Chandler Airpark
4. South Price Road Corridor
5. Medical/Regional Retail
6. I-10/Loop 202



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Figure 7: Downtown Districts and Public Buildings



## Downtown Districts and Public Buildings Map

- Chandler Commercial Historic Area
- Downtown Entertainment District/  
Enhanced Municipal Service District
- Central Business District/  
South Arizona Avenue Area Plan

DRAFT



December 15, 2015

Figure 7: Downtown Districts and Public Buildings Map

0 250 500 1,000  
Feet



### North Arizona Avenue

Historically, Arizona Avenue has served as a major commercial corridor and gateway to historic Downtown Chandler. The corridor stretches from Chandler's northern boundary to the Downtown area. The corridor is a mix of land uses including commercial, residential, business parks, small businesses, and entertainment uses. Because of its strategic location and age, North Arizona Avenue is an appropriate corridor for redevelopment and development of currently vacant parcels.

The successful revitalization of this corridor will rely on a multifaceted strategy that may consist of a variety of options, including infrastructure upgrades, adaptive reuse of older commercial buildings, the maintenance, enhancement, and preservation of adjacent neighborhoods, economic development programs, continued investigation of the potential for high-capacity transit like bus rapid transit, or other mechanisms to encourage redevelopment along the corridor. The Fiesta Downtown Chandler Transit Corridor Study, currently underway, will continue to analyze specific high-capacity transit modes and alternative alignments.

As part of this effort, the city may develop a North Arizona Avenue Area Plan that identifies general land use characteristics, building heights, densities, and design guidelines. Further analysis may also be conducted to determine the appropriate level of supporting transit services, potential locations for park-and-ride lots, and potential streetscape enhancements. All of this would be done with the understanding that the City Council and citizens of Chandler will need to decide in the future, rather than through adoption of this general plan, to what extent high-capacity transit may or may not play a part in redevelopment along North Arizona Avenue. All redevelopment efforts will ensure protection of existing property rights.

### Chandler Airpark

The area surrounding the Chandler Municipal Airport attracts a mix of land uses including aviation-related businesses, business parks, retail, hotels, and other amenities. The area is strategically situated along the Loop 202 (Santan Freeway) three miles southeast of Downtown Chandler. Advanced business services, aviation, biosciences, distribution, and light manufacturing are key industries within this employment area. The area is a mixture of developed and committed undeveloped land with some strategically located undeveloped land ready for new investment.

The Chandler Airpark Area Plan provides guidance for development within the Chandler Airpark Growth Area. The area plan includes nine square miles surrounding the Chandler Municipal Airport and it is intended to ensure land use compatibility and protect employment opportunities. The area plan addresses four elements: land use, transportation, infrastructure, and economic development.



Chandler Municipal Airport

### South Price Road Corridor

Strategic infrastructure investment and proactive planning has resulted in a regionally significant employment corridor along Price Road. The corridor has become a first-class, high-technology area attracting employers and industry leaders. Advanced business services, aerospace, high-technology research and development/manufacturing, life sciences, and sustainable technology research and development/manufacturing are



some of the industries along the corridor. The South Price Road Corridor will continue to be reserved for high-wage jobs in knowledge-based industries and advanced business services.

In October 2013, the city commissioned the South Price Road Employment Corridor Study to review corridor planning and policies resulting in a list of recommendations for consideration. The city's previous corridor policies focused on identifying preferred uses, promoting a campus-like setting, having a single user per parcel, and promoting larger parcel size except within the Innovation Zone as defined in General Plan 2008. As recommended by the study, the targeted uses and vision for high-quality large office developments in campus environments will largely remain the same. While priority will continue to be given to single users on parcels larger than 15 acres, the policies for this growth area provide more flexibility by allowing multiple users on a parcel and the development of parcels smaller than 15 acres. The new policies are more responsive to economic development trends affecting the corridor without sacrificing the high-quality employers and campus-like environment that South Price Road is known for.

### Medical/Regional Retail

This area is a major node for regional retail and medical services, drawing customers from a large market area. Chandler Fashion Center and supportive commercial development, entertainment, and hotels contribute greatly to the city's economy. The area is also anchored by the Dignity Health Chandler Regional Medical Center (a full-service hospital and trauma center) and supportive medical facilities and services that attract quality jobs and provide important community services.

These two major destinations and their proximity to freeway access will continue to drive growth area development. A dynamic mix of land uses may be appropriate in the growth area (e.g. medical office, nursing home, retail, hospitality, business parks, large office development, and a variety of residential densities) so long as they promote and protect the area vision as a major medical center in a campus-like setting with supporting uses. Special consideration should be given to facilitating alternative forms of transportation connecting these two major activity centers and beyond to other growth areas, such as Downtown Chandler and South Price Road.

### Loop 202/I-10

Chandler's western employment center is strategically located along I-10 and Loop 202. The possible development of the South Mountain Freeway within the next decade will connect this area directly to west Phoenix and beyond to California markets and ports where products are shipped globally. Currently, this area is home to warehousing and large manufacturing with smaller support businesses. Today, nearly 145,000 vehicles per day pass by the area, providing tremendous visibility. This key location, with regional access and visibility, presents an opportunity to rebrand the area and encourage its redevelopment into more intense employment. With two general purpose lanes, one in each direction, to be added to Loops 101 and 202, in addition to the development of South Mountain Freeway, improved access regionally—and particularly to west Phoenix and California—will provide economic benefits to the city.

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## 1.2 Growth Area Policies

### 1.2.1 Downtown Chandler Policies

- a. Evaluate opportunities to develop a grand public space that expands the city's identity and sense of place, and grows recreational and entertainment opportunities for all ages and abilities.
- b. Ensure that existing Downtown open or recreational space is retained for the benefit of future generations.
- c. Add family-oriented facilities and activities, for all age groups in Downtown.
- d. Distinguish Downtown Chandler as a destination by developing distinct districts (e.g., historic, entertainment, retail, arts).
- e. Continue to provide development facilitation programs and tools that promote the revitalization of vacant parcels.
- f. Enhance Downtown's vitality by supporting live-work, shopping, and recreational opportunities in the Downtown area.
- g. Continue to redevelop Downtown with higher densities, mixed-use, and transit-oriented developments.
- h. Support downtown housing by encouraging retail establishments that provide access to healthy food and small household items.

### 1.2.2 North Arizona Avenue Policies

- a. Redevelop North Arizona Avenue with higher densities and mixed-uses.
- b. Promote developments designed with pedestrian- and bicycle-oriented elements.
- c. Re-imagine and redevelop North Arizona Avenue as an employment corridor (i.e., transition away from a retail-focused corridor) to complement Chandler's other key employment corridors.
- d. Transition development intensity to reduce potential impact to single-family neighborhoods through techniques, such as stepping down intensity as it moves closer to adjacent residential.
- e. Continue to implement redevelopment programs and incentives that transform vacant commercial retail/shopping centers into more intense mixed-use developments in strategic nodal locations (e.g., arterial intersections).
- f. Continue to study high-capacity transit, incorporation of bike lanes, and wide, shaded sidewalks for Arizona Avenue.
- g. Identify and further enhance North Arizona Avenue as a point of entry through signage, art, and landscape.

- h. Create an economic business public relations campaign that articulates North Arizona Avenue's long-term vision as an asset to attract employers/businesses to locate in Chandler.

### 1.2.3 Chandler Airpark Policies

- a. Establish the Airpark's sense of place through entryway monuments and wayfinding signage.
- b. Continue to strengthen the circulation pattern around and gateways to Chandler's Airpark, including from Santan Freeway (Loop 202) and Cooper Road as well as improving western access (e.g., Ryan Road and connection to Tumbleweed Park).
- c. Create an economic business public relations campaign that articulates Chandler Airpark's long-term vision as a pivotal asset to attract major employers/businesses to locate in Chandler.
- d. Focus on attracting a major employer to the Chandler Municipal Airport and Airpark that will act as an anchor and attract additional employers.
- e. Make the Chandler Municipal Airport a point of interest/destination for adults and children to expand their curiosity, knowledge, and access to aviation educational opportunities.
- f. Continue to support the development of aerospace-related businesses and mutually beneficial partnerships that strengthen Chandler Municipal Airport and business services (e.g., hospital, shipping, educational, charter flights).
- g. Re-imagine and update the 1998 Chandler Airpark Area Plan to reflect current vision and goals, identify improved circulation options, explore the establishment of an innovation district, and encourage the development of mixed uses consisting of employment, entertainment, hospitality, retail, and residential.
- h. Protect the Chandler Municipal Airport and Airpark as a major employment center and the Airport's flight corridors from incompatible land uses.
- i. Protect the airspace around the Chandler Municipal Airport by requiring that development heights comply with Federal Aviation Administration (FAA) filing and flight safety standards.

### 1.2.4 South Price Road Corridor Policies

- a. Actively preserve and enhance the high-value employment reputation of the corridor by giving priority to single users in campus-like settings.
- b. Reserve the corridor for knowledge-based employers and supporting non-residential uses.
- c. Maintain and expand the campus environment on South Price Road.
- d. Encourage more diverse knowledge-based industries.

## Strategic Community Building

- e. Encourage intensive utilization of the remaining available, developable land promoting vertical construction and employment density.
- f. Preserve and enhance corridor aesthetics with high-quality building architecture and landscaping.
- g. Ensure multi-tenant properties and supporting non-residential uses are centered on a common design theme in a campus-like setting.
- h. Provide flexibility for remnant parcels, remnant portions of completed projects, or vacated parcels provided the tenants reflect the types of business use appropriate for the corridor.
- i. Provide pedestrian, bicycle, vehicular, and transit connections to adjacent residential and commercial uses to support businesses in the corridor.

### 1.2.5 Medical/Regional Retail Policies

- a. Promote and protect the area as an existing and emerging center for medical, bioscience facilities, and campus development that is augmented by office and hospitality-related support services.
- b. Support the hospital in the future expansion of the medical campus and facilities to create a strong healthcare and medical office component.
- c. Maximize the economic potential of a thriving medical employment base.
- d. Allow the area's regional retail base to adapt in order to remain competitive.
- e. Retain the economic viability and promote the continuation of this regional retail destination today and into the future.
- f. Strengthen partnerships with major employers and industry, including Chandler Airpark, as a way to support the expanding medical economy.
- g. Encourage connectivity and ease of access within current campus environments and any future facility expansion.

### 1.2.6 Loop 202/I-10 Policies

- a. Brand the Loop 202/I-10 Growth Area and encourage business development that can benefit from strategic connectivity to regional, state, and interstate transportation key commerce corridors.
- b. Implement a strategic redevelopment plan that re-imagines and redefines the area with more intense employment and business enterprises.
- c. Accommodate business developments that require access to key commerce corridors and global markets.

## Conservation, Rehabilitation, and Redevelopment

Housing, neighborhoods, and buildings are aging and the need for redevelopment and rehabilitation has never been more imperative. As the community matures, ensuring that housing sites, business and industrial sites, commercial centers, and public buildings are maintained over time is critical. Addressing slums and blight will be increasingly important as Chandler continues to experience change. The City of Chandler is committed to meeting the federal Fair Housing Act and Americans with Disabilities Act through the city's Implementation of Americans with Disabilities Act (2010) and the city's adoption of the Americans with Disabilities Act Transitional Plan (fall of 2015).

### Infill

Arizona Revised Statutes §9-499.10 enables cities and towns to establish infill incentive districts and adopt an infill incentive plan to encourage redevelopment in the district. In 2009, the City of Chandler adopted the Chandler Infill Incentive Plan. The primary program purpose is to provide financial incentives for projects that redevelop all or a significant portion of an existing commercial site and introduce new and/or additional uses. City participation in these projects is anticipated to be in the form of reimbursements for costs such as the demolition of existing commercial space and/or for providing the public infrastructure necessary to accommodate a new use on the site.

The Infill Incentive Plan focused on two areas:

- A commercial reinvestment program to encourage private redevelopment of older existing commercial centers within a designated area, specifically northeastern portions of the city.
- A single-family infill program to cover many older neighborhoods in north and central Chandler, including a majority of Chandler's subdivisions built prior to 1980. For years, some of these neighborhoods have been dotted with vacant lots and substandard structures as most of the new development and investment activity has occurred elsewhere, in west and south Chandler. This area has also experienced higher levels of property nuisance and crime.

### Adaptive Reuse

Converting an existing building to a new use. It may include major renovations or expansions to aging buildings that are located on smaller and commercially zoned properties.

### Adaptive Reuse

The city has an adaptive reuse overlay district that assists property and business owners who seek to adaptively reuse older buildings for commercial purposes. The program facilitates the reuse of underutilized properties by modifying site development standards that otherwise make the reuse of those properties economically unfeasible and simplifying the process to make building improvements. Additional objectives are to stimulate reinvestment in established areas, provide jobs for local residents, generate tax revenues, and support neighborhood revitalization.

## Strategic Community Building

The types of adaptive reuse projects that are encouraged include:

- Change in use from residential to commercial.
- Change from one type of commercial to another.
- Reactivation of a building that has been vacant.
- Major renovation or expansion of an existing older building on a relatively small site.

### Commercial Center Revitalization

In 2012, the City of Chandler received the “Mayor’s 4-Corner Committee Final Report” that explored and identified revitalization recommendations to address Chandler’s aging commercial areas, primarily along Arizona Avenue, Alma School Road, and Dobson Road.

The report identified a series of recommendations to address commercial revitalization that the city is currently addressing. This report should be reviewed when considering new commercial development projects.

### Downtown Revitalization

Downtown Chandler is the historic heart of the city. It is an ever-increasing competitive marketplace that has a strong identity as a result of the pedestrian-friendly scale, architecture, historic San Marcos Golf Resort and other historic buildings, and the unique, mixed-use developments.

To protect Downtown’s special historic character, the Architectural Review Committee reviews proposals for major building improvements and/or façade renovations within the city center district. To assist in Downtown revitalization, the city, being a major land owner in Downtown, has utilized the Government Property Lease Excise Tax (GPLET), which is a program that provides tax incentives for improvements to leased properties.

Approaching build-out signals increased focus on redevelopment policy and eligibility criteria for specific projects, whether Downtown or elsewhere. The Chandler Redevelopment Area Plan was adopted in 1995 and contained Chandler’s strategies, policies, and action steps pertaining to five specific areas within the Redevelopment Area. Two of these five specific areas were replaced by the findings and recommendations of the South Arizona Avenue Entry Corridor Study, as amended and re-adopted in 2008, to form the Downtown-South Arizona Avenue Corridor Area Plan.

### South Arizona Avenue Entry Corridor Study

The South Arizona Avenue vision is to become a revitalized, lively, urban area, built on a foundation of high-density residential blocks of 30-40 units per acre. The intent is for mixed-use development to promote a live-work-entertainment lifestyle. Surrounding single-family neighborhoods are intended to be revitalized while retaining their historic residential character. Major goals of the South Arizona Avenue Corridor Study (October 20, 2006) are:



Commercial properties in  
Downtown



- Maximize accessibility provided by Loop 202 (Santan Freeway).
- Create a new “front door” for Chandler from the south.
- Involve and engage area residents and business owners.
- Diversify and strengthen the area’s economy.
- Position Chandler’s Downtown as a unique regional destination.

The major study recommendations address the following.

- Attract high- and medium-density residential development to the southern half of the Corridor along South Arizona Avenue.
- Adopt new zoning to encourage higher densities in order to create an incentive for developers to assemble small parcels for development.
- Revise neighborhood streets in the southern neighborhoods to facilitate traffic safety and local circulation for residents, create opportunities for new development along South Arizona Avenue, and reinforce corridor development.
- Re-build South Arizona Avenue with a more pedestrian-oriented street section (narrower lanes and wider sidewalks), new traffic signals, streetscape, and landscape elements, and adopt design standards for private development.
- Create a cultural and entertainment commercial zone on the west side of Arizona Avenue and north of Frye Road. Consider Chicago Street for a pedestrian corridor linking cultural and entertainment uses on the west side of Arizona Avenue to City Hall and the civic area on the east side of Arizona Avenue. Downtown shaded pedestrian walkway connections can foster a more pedestrian-friendly environment.
- Study the feasibility for locating a new performing arts center and a convention center within the corridor study area.
- Create public and private design standards to guide the quality and functionality of corridor development, both for private and public sector buildings and for streetscape and open space design.
- Preserve and enhance the residential neighborhoods in the southern half of the corridor through single-family residential infill on small lots and renovation of existing homes.



Higher-density housing near Downtown

Significant progress has been made since the adoption of the South Arizona Avenue Entry Corridor Study. In 2010, the city improved Arizona Avenue from Chandler Boulevard to Frye Road, with the primary goal of creating a true pedestrian streetscape and achieving a sense of place that contributes to the live-work-play vision for Downtown. During the same year, the City Council adopted the South Arizona Avenue Design Guidelines to ensure that future developments and redevelopment projects in Downtown are designed to encourage pedestrian activity. In 2014, the Downtown Entertainment District was adopted to attract and facilitate additional commercial and entertainment businesses.

Several high- and medium-density residential projects have been developed including 123 Washington (54 townhomes located at the southeast corner of Washington Street and Chandler Boulevard), San Marcos Commons (78 condominiums located west of the southwest corner of Arizona Avenue and Chandler Boulevard), and Alta Chandler (301 apartment units located at the southeast corner of Washington Street and Frye Road).

Additionally, the city has been actively seeking and evaluating developments for three city-owned sites located at the southeast and southwest corners of Arizona Avenue and Chandler Boulevard and the northwest corner of Arizona Avenue and Chicago Street (across from City Hall). The development of these sites will continue to bring a new mix of uses including residential, commercial/entertainment and office.

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### 1.3 Conservation, Rehabilitation, and Redevelopment Policies

- a. Consider densities higher than 18 dwelling units per acre for redevelopment projects located within the Infill Incentive District when the site is not located next to existing residential developments with lower densities or when the project can transition to or otherwise abate conflicts with existing lower densities.
- b. Continue to administer flexibility in site development standards whenever possible without sacrificing quality or safety in order to facilitate adaptive reuse or redevelopment of sites located within the Infill Incentive District.
- c. Continue to support the redevelopment of underutilized commercial properties to residential and/or office uses and higher densities through the Infill Incentive Plan.
- d. Facilitate adaptive reuse of vacant or underutilized buildings/properties to create opportunities for new housing and business development.
- e. Redevelop vacant, underutilized commercial/retail properties into different uses that reduce commercial saturation, support other existing commercial properties, and help to revitalize the area.
- f. Protect Chandler's historical architectural "gems" such as those located in the Historic District (see Downtown Districts and Public Buildings maps), and integrate with new, modern façades.
- g. Implement the policies outlined in the adopted FY2015-2019 5-year HUD Consolidated Plan and annual Action Plans as well as subsequent updates.
- h. Promote and expand programs to preserve, maintain, enhance, and improve properties.

- i. Develop community awareness of historical and cultural identity.
- j. In concert with neighborhoods and property owners, address treatment of and/or elimination of alleys.
- k. Implement the city's Americans with Disabilities Act Transition Plan to ensure that city facilities conform to accessibility requirements.
- l. Encourage transit-oriented development adjacent to, or in proximity to, high-capacity transit corridors.

## Connecting People and Places

People's attitudes about where they want to live, work, shop, and play are changing. National trends point to the desire for more choices to move around a city. Proactive community planning ensures that development can be supported by an efficient and safe transportation system. An effective multimodal transportation system enhances residents' quality of life and commerce. Chandler residents have voiced support for a variety of transportation options, and the city has been working to develop a comprehensive multimodal system.

### Streets Designed for People

How people experience a place is based on how well they are able to move through and connect to activities and desired destinations. Land use planning and traffic management are interrelated and, when effective, address the needs of multiple transportation modes while also accommodating people's needs (e.g., improved crosswalks, wider sidewalks, raised intersections for pedestrian safety, traffic calming). Chandler aims to develop streets that are designed to provide safe and efficient movement for a multitude of users (e.g., motorized vehicles, pedestrians, bicyclists, and transit for all ages and abilities).

Efficient connectivity between residences, schools, shopping, parks, community activity centers, and employment is fundamental to Chandler's community planning philosophy. The ability to walk, bike, or use transit/non-auto options safely around the community is desired. Schools, conveniently located in the center of neighborhoods, should be linked by sidewalks and trail systems allowing students to safely walk to school.

The arterial roadway system forms the backbone of the city's multimodal transportation system. A roadway is more than curb, gutter, and pavement built to serve automobiles. The right-of-way is often shared by several different transportation modes including automobiles, trucks, buses, bicyclists, and pedestrians. Improvements to the roadway system must balance the needs of all modes. New transportation technologies must also be accommodated as they emerge and could affect future roadway design. The advent of self-driving cars and car ride-sharing programs will continue to make automobile use relevant as alternative modes of transportation are considered. The roadway system provides access to activity centers, supports new development, and provides for recreational travel. While widening the roadways adds capacity, it cannot eliminate congestion. A modern roadway system provides a combination of integrated components that can work together to manage congestion.

Roadways must also provide the safe movement of people and goods. Additionally, to support emergency operations, roadways must be maintained to provide safe access. Two-lane arterial roadways in southeast Chandler should be fully improved to four and six lanes to provide safe access to freeways in the event of an emergency evacuation or emergency service needs.

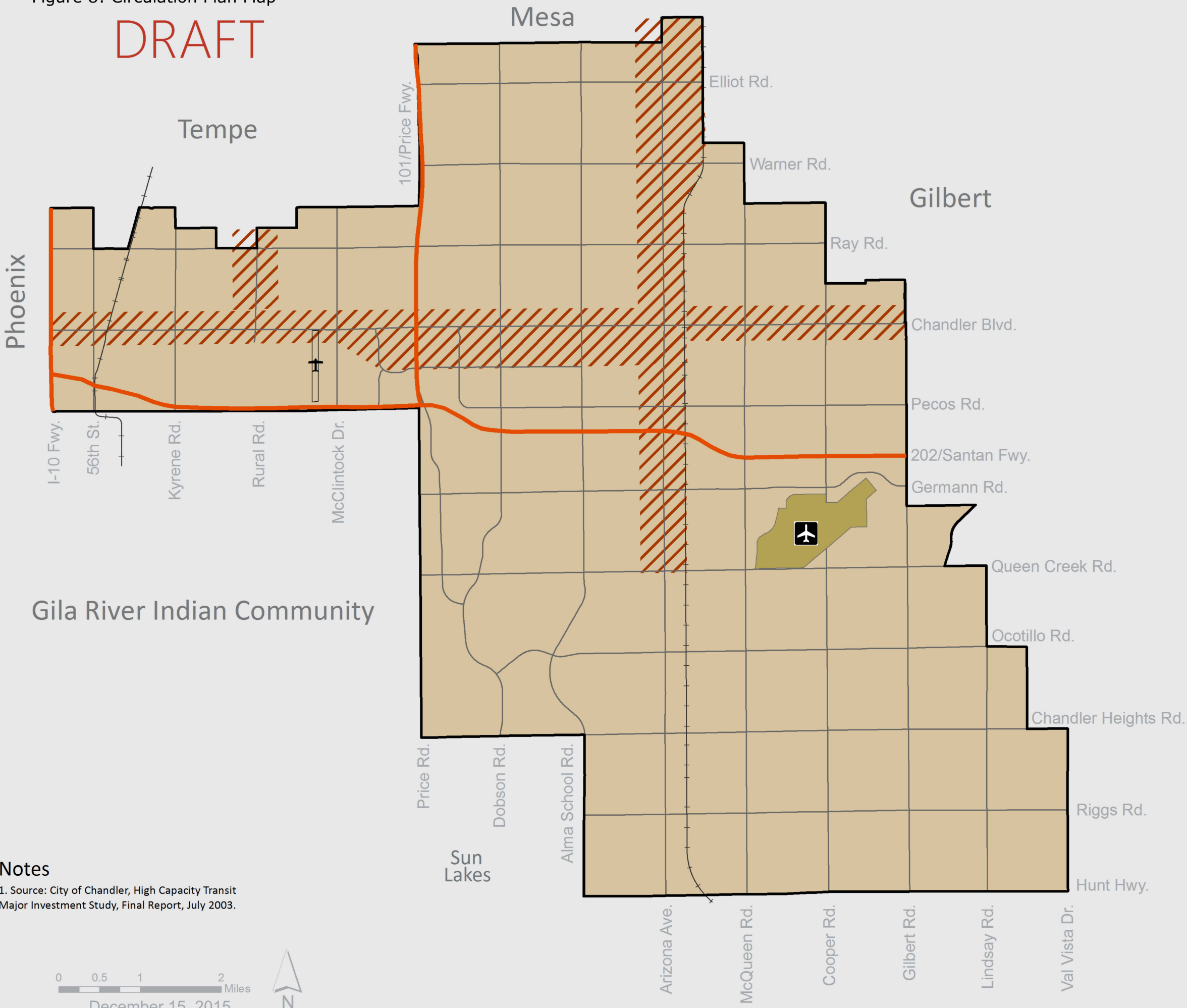
Develop an environmentally-friendly, multimodal transportation system that provides choices to make Chandler known as the "most connected city."

City of Chandler Transportation Master Plan Update 2010



Source: U.S. Census Bureau (2013)

Figure 8: Circulation Plan Map



DRAFT

Circulation Plan Map

- High-Capacity Transit Corridor
- Arterial Streets
- Railroad

Notes

1. Source: City of Chandler, High Capacity Transit Major Investment Study, Final Report, July 2003.



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Chandler Road improvements

The Circulation Plan Map (Figure 8) depicts the comprehensive roadway network including arterial streets (e.g., Ray Road, Warner Road), regional facilities (i.e., I-10, US-60, Loop 101, Loop 202, and SR-87), and high-capacity transit corridors (Rural Road, Arizona Avenue, and Chandler Boulevard). The Circulation Plan reflects the results from the City of Chandler's High-Capacity Transit Major Investment Study (2003).

The Federal Highway Administration identifies principal arterials in the National Highway System (NHS). There are two principal arterials in the city that are included in the NHS, the entire length of Arizona Avenue, from just south of Riggs Road at the southern city boundary to the northern city boundary and Elliot Road from Arizona Avenue west to Loop 101 at the city's west boundary. The impact of this designation is that all design, construction, and construction administration must meet federal standards, whether the roads are improved by the city or by developers.

Arterial roadways, collector streets, and local streets comprise the hierarchy of the Chandler street network as shown in Table 1. Arterial streets are located on section lines a mile apart and carry traffic from one area of the city to another. Collector streets connect with arterials and move traffic within residential neighborhoods, while local streets serve individual lots.

Table 1: Street Classifications (Source: City of Chandler)

Street Type	Description	Details
Arterial	A major street along section lines intended to carry the greater portion of traffic from one area of the city to another.	110'-130' right-of-way 4 to 6 travel lanes 4' to 5' bike lanes 6' sidewalk Raised median
Collector	A street designed to accommodate traffic within residential neighborhoods with the primary purpose of collecting and distributing traffic to and from major arterials.	60-90' right-of-way 2 to 4 travel lanes 4' to 5' bike lanes 4' sidewalk
Local Street	A street that has limited continuity with the primary purpose of serving only those lots which are adjacent.	50'-60' right-of-way 2 travel lanes 4' sidewalk

### Multimodal Transportation

Chandler has often been at the forefront of implementing multimodal solutions. In 2006, the City of Chandler was the first city in Arizona to implement a “queue jumper” lane at a signalized intersection allowing buses to cut in line at intersections four seconds sooner than other vehicles or bicycles stopped at the same light. Chandler has also added bus- and bike-only lanes along Arizona Avenue in an effort to transform it into a high-capacity corridor. The city has required all arterial roadway construction projects to include sidewalks and bike lanes. Retrofitting existing roadways in older parts of Chandler where roadway width is insufficient will be difficult.

Providing safe and efficient circulation within neighborhoods is also an important consideration. When there is a need to “calm” neighborhood traffic, the city has a process for evaluating what potential measures might be warranted. Such options might include: chokers (curb extensions midblock or at intersections that interrupt the flow of traffic), speed humps, roundabouts, raised cross walks, chicanes (build-outs in a road that narrow the lane and force traffic to slow down), or truck restrictions.

### Transit

Chandler supports a mix of transit services today that can be expanded as increased ridership warrants and funding allows. Fixed-route bus, express bus, and dial-a-ride services and infrastructure are provided in the city with expansions proposed by the City of Chandler Transportation Master Plan Update 2010 to support future growth and expand services for existing residents. The City of Chandler does not discriminate in providing transportation services and complies with federal law (Title VI of the Civil Rights Act of 1964, the Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990).

Fixed-route bus service, defined as buses that travel along designated routes on an established schedule, generally operates on major arterials which are a mile apart. However, a mile walk to access transit routes exceeds the quarter-mile optimum distance for users. Circulators, small vehicles that circulate through neighborhoods, can provide convenient access to main routes. The Transportation Master Plan Update 2010 recommends several areas where circulator service should be instituted to enable passengers to connect to the wider transit network from neighborhoods and activity centers. Express bus services operate during peak commute hours and make a limited number of stops before entering a freeway for non-stop travel. Express bus routes serve the Chandler park-and-ride facility at Germann Road and Hamilton Street and connect to downtown Phoenix.

Paratransit service responds to calls from passengers to a transit operator, who dispatches a vehicle to pick-up the passengers and transport them to their destination. Paratransit service is required by law within  $\frac{3}{4}$  mile of fixed-route transit to accommodate persons whose disabilities prevent their use of or access to fixed-route services.

Through East Valley Dial-A-Ride, Chandler provides citywide paratransit service to seniors and persons with disabilities.

#### Traffic Calming Techniques

- Chokers
- Speed Humps
- Roundabouts
- Raised Crosswalks
- Chicanes
- Truck Restrictions



Dial-A-Ride service

Table 2 provides a brief overview of various transit modes.



Metro transit service

Table 2: Transit Mode Characteristics (Source: City of Chandler)

Transit Mode	Description	Operating Characteristics
Express Bus	Buses that make fewer stops and connect major regional destinations.	Operate primarily on freeways during peak commute hours.
Bus Rapid Transit (BRT)	A limited-stop bus service that provides faster service and travel times, and higher frequencies, as well as enhanced bus stop amenities.	Operate in exclusive corridors, high-occupancy vehicle lanes, or expressways. Can operate in mixed traffic on city streets. Can receive signal prioritization. Feature quick, convenient fare collection.
LINK Service	A limited-stop bus service with Wi-Fi, includes enhanced bus stop amenities with dynamic messaging signs showing real time arrivals and ticket vending machines.	Starting from Chandler park-and-ride, continues up Arizona Avenue stopping once per mile and connecting to light rail in Mesa.
Modern Streetcar	Streetcars operate on tracks typically mixed with auto traffic and powered by overhead power lines.	Differ from light rail in vehicle size and single-car operation. Stations are more frequent.
Light Rail Transit	Powered by overhead power lines.	Travel in a dedicated guideway alongside vehicle traffic or in its own right-of-way.
Commuter Rail	Travels at higher speeds and over longer distance with limited stops.	Typically use existing freight railroad tracks and equipment. Stations are often five to ten miles apart and operation usually focuses on peak-commute hours with less frequent service during off-peak times.
Paratransit	A vehicle is dispatched to pick up and transport passengers upon demand.	Demand service available to seniors, and persons with disabilities.

### High-Capacity Transit Corridors

Chandler has identified potential high-capacity transit corridors along three arterial roadways: Rural Road, Arizona Avenue, and Chandler Boulevard. These corridors are defined as routes for consideration of efficient, expedited public transit service such as bus rapid transit (BRT), street car, or light rail.

High-capacity transit corridors are appropriate locations for the development of high-intensity, mixed-land uses. Such developments would create opportunities for living within walking distance of schools, stores, and restaurants. For some people this means less travel time, cost savings and convenience, and better quality of life.

## Strategic Community Building

Rural Road, Chandler Boulevard, and Arizona Avenue were identified for potential light rail service in Chandler's High Capacity Transit Major Investment Study (July 2003). Additionally, the Arizona Avenue High Capacity Long-Range Study (December 2012) analyzed light rail feasibility on Arizona Avenue, and the Fiesta Downtown Chandler Transit Corridor Study further analyzing the North Arizona Avenue Corridor, is currently underway.

The Chandler General Plan 2016 does not authorize light rail or any form of high capacity transit. A separate process for any consideration of light rail as the mode of transit may occur in the years to come. The language in the General Plan 2016 is to identify that options remain available in the future for the city as it continues analyzing transit within the high-capacity transit corridors.

### Passenger Rail

The Arizona State Rail Plan, prepared by the Arizona Department of Transportation (ADOT) in 2011, identifies the need for passenger rail in Arizona. To support statewide economic growth, attract sustainable industries, and compete globally, the study determined that an efficient multimodal transportation system is needed to support cost-effective service to shippers and provide reliable passenger rail between cities. As a result, passenger rail with express service between Tucson and Phoenix and local service with stops at several communities has been studied by ADOT. The Passenger Rail Corridor Study Draft Tier 1 Environmental Impact Statement (EIS) September 2015 identified a final route from seven alternatives. The selected route, identified as the yellow alternative in the EIS, passes east of Chandler through the Town of Gilbert, and follows the Union Pacific Railroad right-of-way. Passenger rail with a nearby train station will provide Chandler residents and employees a transportation alternative, increase access to employment centers, attract employers, and decrease road congestion.

### Pedestrians and Bicyclists

A comprehensive bicycle and pedestrian network is critical to Chandler's vision of connecting major destinations within and near the community. This well-connected community philosophy also forwards the city's vision of becoming an environmentally friendly city, supporting multimodal transportation goals, and promoting a healthy Chandler. The Chandler Transportation Master Plan Update 2010 provides policy direction, guidance, and recommendations for sidewalks, trails, and bicycle development to support neighborhoods and development throughout the community.

Chandler has been dedicated to providing pedestrian environments that are safe and provide connections to major destinations. The city encourages integrating pedestrian and bicyclist improvements (racks, access pathways instead of full walls along major streets, etc.) with other roadway improvements or development projects. Creating a pedestrian-oriented environment requires addressing safety, pedestrian comfort, and destination guidelines. The Transportation Master Plan Update 2010 provides recommendations that should be reviewed to address these guidelines.



Multimodal corridor design

Chandler is designated a “Bicycle Friendly Community” by The League of American Bicyclists. The League represents the nation’s 57 million bicyclists and has 300,000 members and affiliates. The designation recognizes a city’s efforts to provide safe facilities for cyclists, including bike lanes, signs, pavement markings, multi-use trails, and bike racks. A bicycle-friendly environment is more than simply having bikeway routes and lanes. Just as roadways need to be well designed, offer connectivity to destinations, and provide end-of-destination amenities, so too do bicycle facilities. Well-designed bicycle facilities are safe, provide connectivity, and encourage compliance with motor vehicle laws. Well-placed signage and pavement markings provide way-finding assistance and encourage safe behavior. The city is working to develop a citywide system of on- and off-street facilities that create maximum safety, conveniences, and comfort for bicyclists of all ages and skill levels. Two objectives are to include bicycle facility planning as part of all new development reviews and to develop a continuous system of bicycle facilities between adjacent communities that foster effective regional connections. Figure 9 depicts existing and proposed bicycle ways in Chandler.

Crossing and navigating intersections are major safety issues for bicyclists as well as pedestrians of all ages and skill levels. Typically, intersections are designed to meet efficiency and safety for the automobile with more attention needed for pedestrians and bicyclists. The city’s Transportation Master Plan Update 2010 recommends that intersection improvements on arterial roads be coordinated with bicycle and pedestrian safety and amenity enhancement. Table 3 defines the types of bikeways found in Chandler.

Shared-use paths are facilities that are used by a range of non-motorists. Users are typically pedestrian and bicyclists but can include equestrian riders, roller-bladers, and people pushing strollers. These paths are traditionally off the street network and safer for the recreational bicyclist. They should not be considered a replacement for, but should serve as a supplement to, the on-road bicycling network. Canals and utility lines are good opportunities for shared-path improvements.

Table 3: Bikeways (Source: MAG Bikeways Map)

Type	Description	Details
Bike Lane	Usually established on streets with lots of traffic, such as arterial and collector roadways. These are typically used by bicycle commuters and fitness buffs, and provide access to major employers and retail centers. Bike lanes are also used on residential collector roads. These are typically used by recreational cyclists.	Special pavement markings and signs identify the lanes  Lanes 4 to 5' wide
Bike Route	Cars and bicycles share the lane.	Often utilized when streets are not wide enough for dedicated bike lanes but are commuter routes
Multi-Use Path (Paved)	Paved paths or trails located off-road or along canals for recreational bicyclists, walkers, runners, and in-line skaters.	Typically 10' wide
Multi-Use Path (Unpaved)	Unpaved paths or trails located off-road or along canals for bicyclists, walkers, runners, and horseback riders.	Typically 10' wide
Paved Shoulder	Paved areas adjacent to the outside vehicle lane.	Located along Price Road/Loop 101

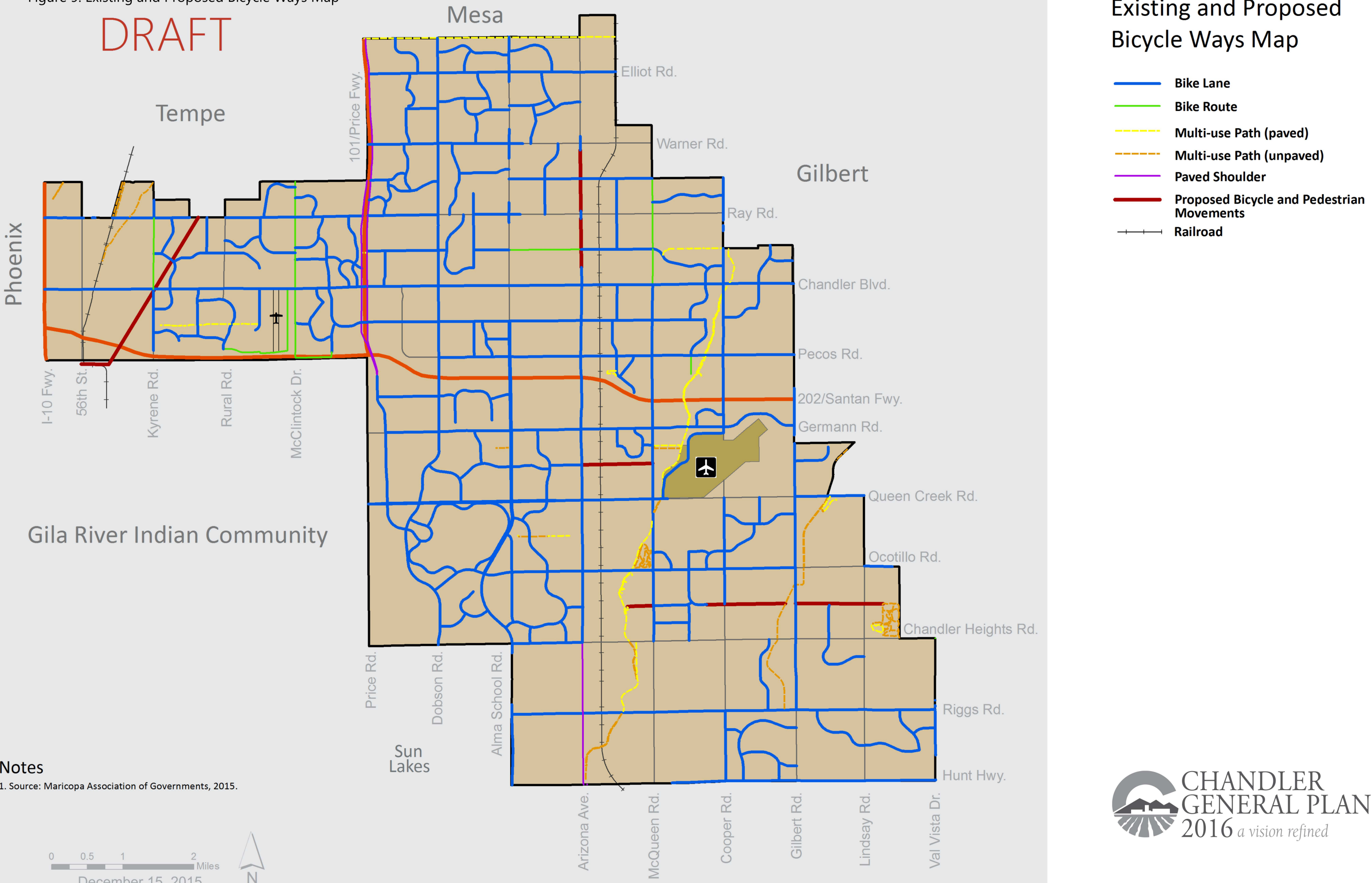
The Consolidated Canal and Eastern Canal connect the City of Chandler and Town of Gilbert. The 6.5-mile Paseo Trail is a 10-foot-wide concrete multi-use pathway on the eastern side of the Consolidated Canal. Since its inception as a dirt path in the 1980s, more than 18 miles of multi-use trails have been developed. The western side of the canal is an unimproved dirt surface in most areas that can be used for horseback riding or bicycling. The trail begins at Galveston Street and continues south to Riggs Road. The Western Canal has a bike path between Price Road and the Union Pacific Railroad. Constructed in 2009, this path connects City of Tempe to the west and Town of Gilbert to the east. The other canals that traverse the city (Highline, Kyrene, and Tempe) are opportunities for further enhancements to the bicycle and pedestrian network as presented in the Chandler Transportation Master Plan Update 2010.



Chandler Western Canal trail



Figure 9: Existing and Proposed Bicycle Ways Map



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View of Chandler's Municipal Airport from a helicopter

## Chandler Municipal Airport

The Chandler Municipal Airport (Airport) serves the community as an economic development engine and a key part of Chandler's transportation system. With more than 200,000 annual take-offs and landings (operations), the Airport is consistently ranked by the Federal Aviation Administration as one of the top 15 general aviation airports in the U.S. (see Figure 10). Chandler Municipal Airport is classified as a general aviation reliever airport, which relieve congestion at larger commercial service airports and provides improved general aviation access to the community. The Airport also has a large heliport, which supports flight training, military exercises, and public safety operations.

Many aviation-related businesses make their home at Chandler Municipal Airport including fixed base operations, flight training, charter services, aircraft repair and maintenance, and aircraft sales along with humanitarian, healthcare, and emergency response operations. These businesses serve the needs of local pilots, visiting aircraft, and business aviation and generate economic activity throughout the community. A 2016 economic impact study by Arizona State University and Kimley-Horn determined that the total annual economic impact resulting from the Airport is \$109 million. This includes on-airport activity, capital investments, air visitor spending, and spending from suppliers and employees.

As the anchor of the Chandler Airpark employment area, the Chandler Municipal Airport is an important gateway serving Chandler's businesses, private pilots, and visitors. The Airport provides quick access to markets and destinations throughout the western U.S. and supports tourism, business travel, and public safety needs. Locally, the Airport's strategic location near the Loop 202 (Santan Freeway) allows visitors quick and efficient access to Chandler, the East Valley, and the larger Phoenix metropolitan area.

The Airport is well-positioned to increase business opportunities through new on-airport development and off-airport investment and employment. Aviation, aerospace, and other industries that prefer locating close to airports are a key opportunity for the city along with businesses that use aircraft as part of their operations.

Figure 10: Chandler Municipal Airport Statistics (Source: Federal Aviation Administration, [www.faa.gov](http://www.faa.gov) )



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## 1.4 Connecting People and Places Policies

### 1.4.1 Streets

- a. Plan transportation improvements and capacities that support land uses and intensities.
- b. Design and maintain Chandler's street hierarchy.
- c. Provide a comprehensive street network that allows residents to get to the regional freeways efficiently.
- d. Emphasize transportation safety.
- e. Discourage through-traffic in neighborhoods.
- f. Continue to develop an integrated multimodal transportation system.
- g. Strive to achieve efficient truck routes.
- h. Identify designated routes for freight movement within the city, taking advantage of rail opportunities as well as Loop 101, Loop 202, and I-10 to connect regionally and protect the city's arterial system for convenient local access.

### 1.4.2 Transit

- a. Continue to study high-capacity transit corridor development.
- b. Prioritize future transit enhancements that serve or connect to existing transit corridors.
- c. Ensure the transit system adequately serves areas with high-density land uses and transit-dependent populations.
- d. Ensure the transit system serves employment corridors and growth areas as needed, including Downtown Chandler, Chandler Airpark, and South Price Road Corridor.
- e. Continuously monitor and make adjustments to transit system as needed to maintain an efficient transit system.
- f. Provide shade, lighting, and seating at all bus stops as well as along routes connecting bus stops, along canals, and trails where feasible.
- g. Develop internal transit (neighborhood circulators) where needed such as between Downtown Chandler and the Medical/Regional Retail Growth Area, and from neighborhoods to major activity centers.
- h. Continue providing high-quality paratransit services while managing growing demand and cost.
- i. Comply with Title VI regulations by ensuring that transit services and outreach efforts do not discriminate on the basis of race, ethnicity, or disability status.
- j. Support passenger rail between Tucson and Phoenix as may be appropriate, to improve mobility for Chandler residents and to support business development.

### 1.4.3 Pedestrians and Bicyclists

- a. Detach sidewalks, trails, and bike lanes along arterial roadways to enhance the safety of walking and biking, as appropriate.
- b. Encourage block size limits that are conducive to walking.
- c. Implement techniques and technologies that result in safe pedestrian crossings.
- d. Provide arterial medians that act as safe zones for crossing pedestrians (e.g., reimagined North Arizona Avenue intersections).
- e. Encourage public-private partnerships that expand and co-locate pedestrian and bicycle opportunities within existing canals and utility corridors, as appropriate.
- f. Enhance pedestrian access to parks within and between neighborhoods.
- g. Utilize retention basins along street corridors as open space linkages by adding amenities such as trails, seating, and shade areas.
- h. Provide dedicated bicycle paths to allow connectivity between neighborhoods, parks, and schools for families to safely ride without having to traverse on arterials or collector streets.
- i. Identify roadways that should incorporate and accommodate bicycle lanes and continue to provide bicycle lanes for commuters.
- j. Explore establishment of a bicycle-sharing program with bicycles located strategically throughout the city (e.g., activity centers, transit hubs) as the city develops high-capacity transit.
- k. Encourage use of signage, maps, and other wayfinding methods for pedestrians and bicyclists.

## Building a World-Class Economy

Chandler has developed a reputation as a high-tech community that will continue to attract knowledge-based employers and employees who desire an urban environment. The Chandler growth areas are all economic drivers. With limited land resources, it will be important for the city to seek redevelopment of obsolete sites and the optimal development of vacant property to expand economic development opportunities.

With its focus on high-tech and advanced business service employment, Chandler has been one of the region's success stories. Its jobs-to-population ratio (Figure 11) is similar to a more mature city, even though it only has a 25-year history of rapid growth. Of the communities in the region, Chandler has one of the highest jobs-to-population ratios and one that is expected to grow in the future. As a result, Chandler is an employment destination for workers from around the Valley.

Figure 11: Jobs-to-Population Ratio for Selected Cities (Source: MAG)

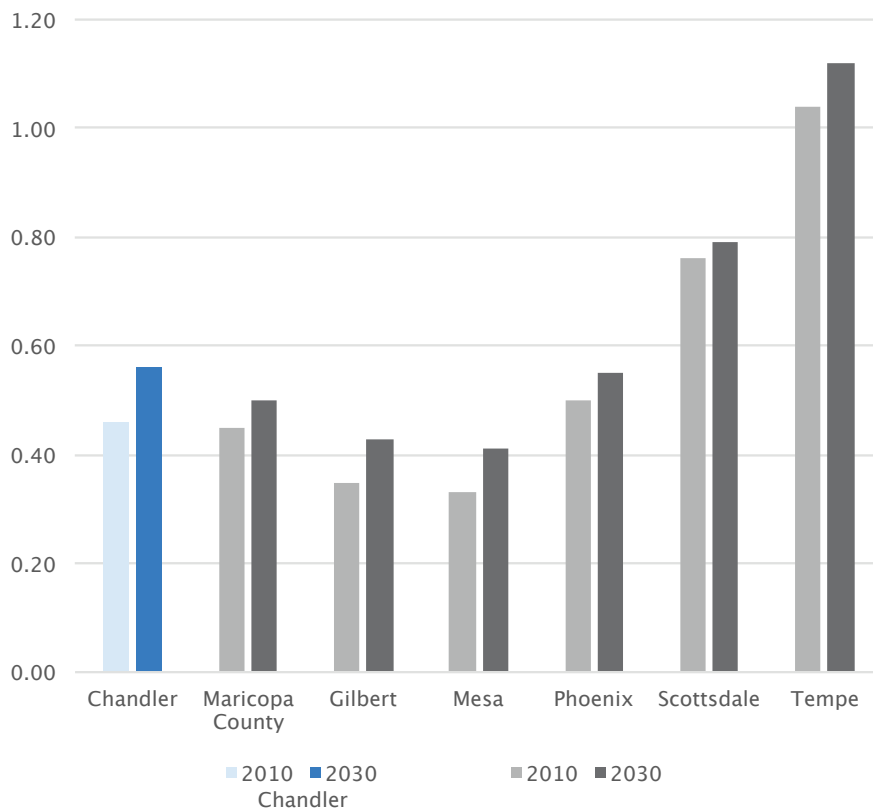
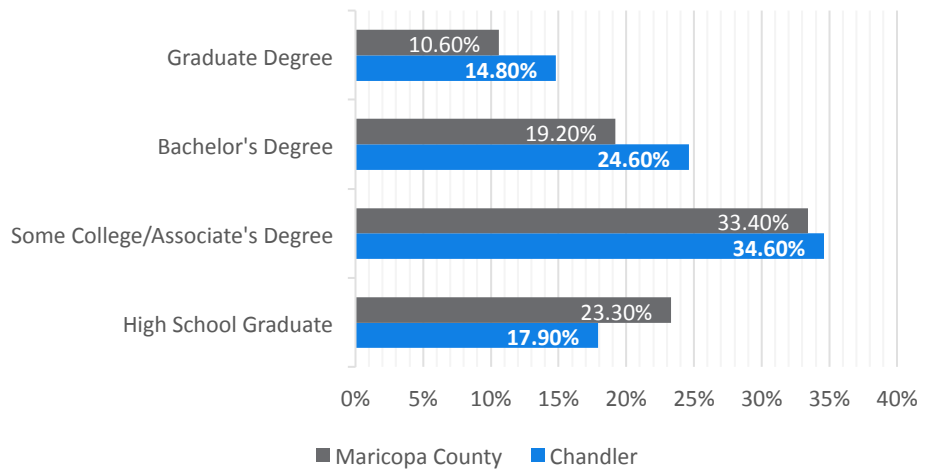




Figure 12: Highest Degree Attained for Persons Age 25 and Older: Last Year Completed in School (Source: American Community Survey, 2009–2013)



Because of the advanced employment opportunities, the education levels of Chandler residents are well above the Maricopa County attainment levels (Figure 12). Nearly 25% of residents older than 25 years of age have a bachelor's degree and another 15% have a master's degree. In total, 39.4% of Chandler adult residents have degrees compared to only 29.8% of county residents.

Consistent with the educational levels of Chandler residents, household incomes are among the highest in Greater Phoenix (Figure 13). Of the major cities in the Valley, Chandler's median household income trails only Gilbert and is just slightly behind Goodyear.

Figure 13: Median Household Income (Source: U.S. Census, 2013)

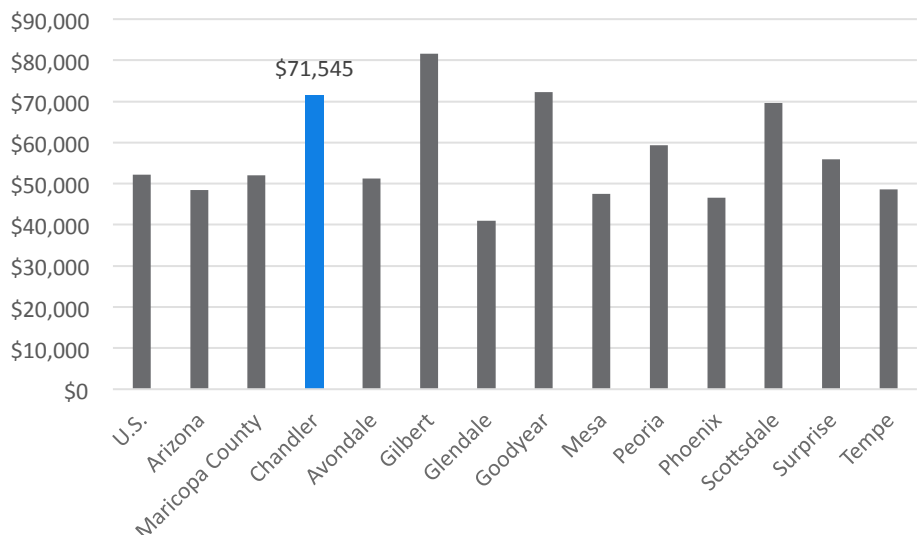
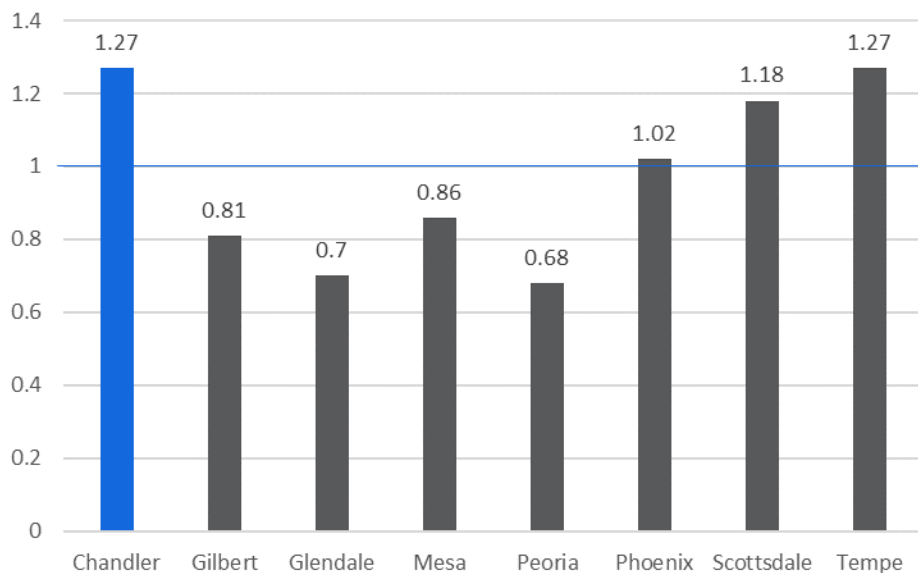


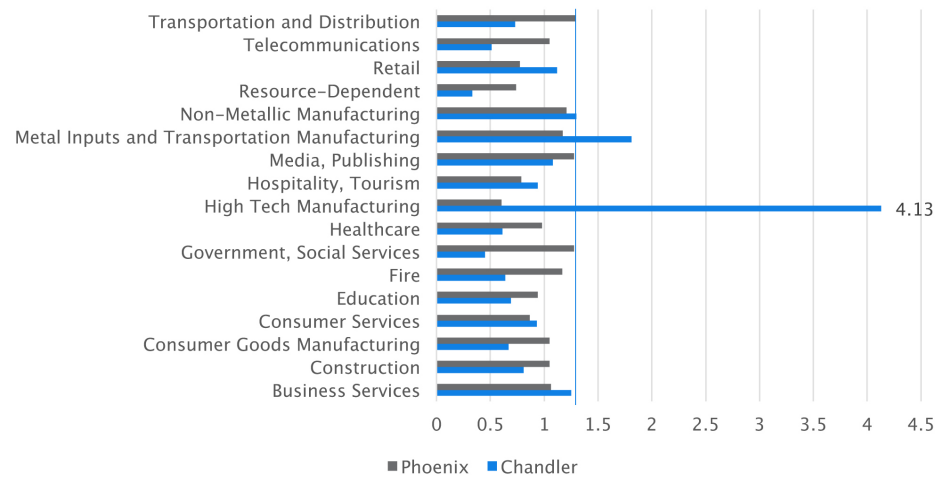
Figure 14: Concentration in Knowledge-Based Industries (Source: MAG Employer Database, 2013)



Chandler has a very talented and highly skilled resident population working in “knowledge-based” industries. There are many definitions of the term knowledge-based, but generally it means the production, distribution, and use of knowledge and information. At one time, manufacturing was considered the primary knowledge-based cluster. However, the definition has been expanded to other high-tech products, including software and intellectual property. Knowledge-based industries have a heavy research and development focus, are highly innovative, and are export-oriented, with high growth potential. They include the traditional industry categories of manufacturing; professional, scientific, and technical services; administration of businesses; finance and insurance; healthcare; and telecommunications. Figure 14 outlines knowledge-based industry employment for selected cities in the Valley as of 2013. Chandler and Tempe have the highest ratings when compared to Maricopa County (1.0 being the average for the county). Chandler and Tempe have 27% more employment in knowledge-based industries than the county overall.

Chandler’s employment base is concentrated in high-value jobs that produce export goods. Figure 15 shows the concentration of employment within various industry clusters for Chandler and Phoenix compared to the overall Maricopa County job base as of 2013. Any category with a ranking greater than 1.0 means that the city has a greater share of its employment base in that category relative to the county. For instance, high-tech manufacturing jobs are 4.13 times more prevalent in Chandler than they are in the county as a whole.

Figure 15: Employment Concentration by Cluster Category (Source: MAG Employer Database, 2013)



Chandler's employment base is over-weighted in the business clusters of business services, high-tech manufacturing, metals inputs and transportation manufacturing, non-metallic manufacturing, and retail. The structure of Chandler's employment base has both positives and negatives. The positives are that these industries have had a significant impact in establishing Chandler as an important employment center in Arizona; high-tech industries have driven the national economy over the past few decades and Chandler has benefitted from that growth. On the downside, dependence on one or two industries could lead to serious consequences as the pace of technology accelerates and businesses are forced to adjust to changing economic conditions.

Diversification of Chandler's economy is an important consideration as it expands its employment base in the future. The Greater Phoenix Economic Council has established seven key or target industries that are well-matched to the region's assets and that represent opportunities for growth in the future. Those industries include:

- Renewable energy
- Biomedical and personalized medicine
- Advanced business services
- Manufacturing and distribution
- Mission critical (24-hour services)
- Aerospace and aviation
- Emerging technology

While Chandler is particularly strong in certain industries, it has also diversified its economy over the last decade with a variety of different industries including financial services, software development, customer support, biotechnology, and emerging technology. For instance, the community is supporting emerging technologies with two incubators: Chandler's Innovations Incubator and TechShop, located in the ASU Chandler Innovation Center (the partnership between the city and ASU's College of Technology and Innovation). Gangplank Chandler also provides co-working space in the Downtown area. Diversification should continue into the future.

### Innovation Districts

General Plan 2008 based some of its policies on the "Next Twenty" report, subtitled "A New, Progressive Agenda for Chandler" prepared by several nationally known consultants. The report suggested that in the future the city will have to rely on ideas, innovation, technological breakthroughs, and the growth of knowledge. The General Plan 2008 also placed an emphasis on the concept of "innovation zones," a hub where research and industry intersect and benefit from close proximity to each other. Since that time, a variety of research has been conducted on the concept of innovation zones, and a new urban model known as "innovation districts" has evolved. The Brookings Institute identified three different types of innovation districts:

- The "anchor plus" model is found in the downtowns of central cities where large-scale mixed-use development is centered around major anchor institutions, such as universities.
- The "re-imagined urban areas" model is where industrial or warehouse districts are undergoing a physical and economic transformation. Important elements of this model are transit access, a historic building stock, and proximity to downtowns in high-rent cities.
- The "urbanized science park" model is commonly found in suburban areas. This model, exemplified by Chandler, comprises sprawling areas of employment and industry that are urbanizing through increased density and mixed-use development (including residential, retail, and restaurants).

In recent years, innovative and emerging firms and talented workers are choosing to locate in compact, amenity-rich cores of central cities where they are close to other firms, research labs, and universities so that they can share ideas. Chandler is beginning to participate in this transformation with densification of development, revitalization of Downtown, alliances with higher-education institutions, and promotion of emerging technologies through incubators and co-working spaces. With its educated workforce and diversified economy, Chandler will be positioned to take advantage of the emerging trend of innovation districts.

### Growth Slowing

Chandler's rate of population growth is forecasted to slow over the next 25 years, while its employment base will continue to accelerate with more emphasis on office-oriented jobs. Monitoring employment trends, innovation, and work environments is essential to maintain Chandler's competitive position in the state, national, and global economies.

The Brookings Institute defines the innovation districts as geographic areas where leading-edge anchor institutions and companies cluster and connect with start-ups, business incubators, and accelerators. They are also physically compact, transit-accessible, and technically wired and offer mixed-use housing, office, and retail.

Continuing partnerships with business organizations such as the Chandler Chamber of Commerce will support city efforts to help businesses grow and further enhance a healthy business climate.

### Diversification

Chandler's employment base and land use pattern is diversified and able to meet a variety of business needs including high-tech manufacturing, aerospace, bioscience, and advanced business services. The city's growth areas all have different characteristics and assets that support diversification.



Price Road Corridor

- Downtown Chandler has evolved into a specialized retail and restaurant destination that will be attractive to emerging companies and start-ups.
- The South Price Road Corridor will continue to be the community's primary center of innovation by virtue of its established reputation and high-tech businesses.
- The Chandler Municipal Airport and Airpark represent developing assets that will become prominent in the next 20 years. The area encompasses the city's largest inventory of vacant land that has been planned for employment purposes. The Airpark is expected to provide the opportunity for further economic diversification.
- West Chandler's economic attributes have historically been tied to its proximity to Interstate 10. Distribution and logistics have been the prominent business operations, but the construction of the Loop 202 has led to the growth of a variety of industries including aerospace, advanced business services, and light manufacturing. The construction of the Loop 202 to the west could further enhance West Chandler's opportunities and lead to higher-value industries.
- North Chandler has a strong employment focus but its retail land uses have faltered. The transition of sites along major arterials to mixed-use office, retail, and high-density residential uses may be appropriate to supplement its industrial base.
- Medical Regional/Retail growth area has seen tremendous recent hotel and retail development supportive of existing land uses. The area can support future medical facility development and service expansion that will create high-quality jobs. The area is also prime for high-density residential development because of its amenities.

### Workforce

Chandler is well-positioned from an economic standpoint to compete in the regional, national, and global marketplace for new industries. The presence of a highly educated workforce is part of the major decision-making criteria for companies and start-ups. This workforce will likely be quite nimble and will be able to adjust to changes in the local employment market.

A strong workforce is an important factor in attracting companies to a city and expanding existing businesses. For this reason, the City of Chandler has worked for decades to create a sense of place that is appealing to large and small businesses and their employees, and to become a location where businesses can be successful. The strength of Chandler's workforce can be attributed to multiple factors including Chandler's central location, a strong supply of college graduates, and the high-quality of the K-12 educational systems.

Chandler employers are currently able to pull from more than 1.7 million people within a 30-minute commute. This is due to Chandler's central location and the presence of three strategically located freeways – I-10, Loop 101, and Loop 202. Future expansion of the Loop 202 freeway is likely to provide employers a greater reach allowing them to recruit more residents from the West Valley. Meanwhile, additional residential growth in neighboring communities to the south and east is likely to continue providing an excellent workforce in the coming years.

Chandler has access to a steady supply of higher education graduates. The proximity to Arizona State University, currently the largest university in the nation, provides a constant flow of graduates to the city's employers. Additionally, the City of Chandler is home to Chandler-Gilbert Community College, which has over 14,000 students and is currently the 4<sup>th</sup> largest community college in the state.

The city is home to some of the best K-12 schools in Arizona. Chandler Unified School District, Tempe Union High School District, and Kyrene Elementary School District are all "A" rated districts according to the Arizona Department of Education. Chandler has also seen the growth of multiple high-performing charter schools, including two high schools that are ranked in the top 100 nationally. This strength of the K-12 system continues to be a strong selling point for both companies and their workforce in considering Chandler.

The city's workforce is also becoming more diverse. The number of Chandler residents identifying themselves as "White" decreased from 77.2% in the 2000 Census to 73.3% in the 2010 Census. Chandler's Asian population, the largest non-White race (excluding "Other" and "Two or more races"), increased from 4.2% in 2000 to 8.2% in 2010. African Americans, the second largest non-White race, increased from 3.5% in 2000 to 4.8% in 2010. The Hispanic population increased from 21% in 2000 to 21.9% in 2010. While the increase in percentage may not seem significant, the number of Hispanic residents increased by almost 15,000 during this time. Additionally, the number of residents born in a foreign country also increased from 12.9% in 2000 to 14.5% in 2014, according to the 2010-2014 American Community Survey 5-year estimates.

This increase in the population's diversity, which is expected to continue to grow, presents an opportunity to continue to expand cultural amenities boosting Chandler's continued ability to attract a highly skilled workforce. Another opportunity is to attract global universities to expand higher education options in Chandler. The presence of an international higher education institution could support and continue to attract a highly skilled workforce and business development.



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## 1.5 Building a World-Class Economy Policies

- a. Continue to target and attract high-wage businesses to Chandler's strategic Growth Areas.
- b. Continue to optimally use remaining vacant land to ensure the highest and best use for economic opportunities.
- c. Implement business retention and expansion strategies as part of the city's economic development program.
- d. Protect resources (e.g., land, water) to support changing industry trends.
- e. Improve the city's jobs-to-housing ratio with a long-term goal to continue exceeding the county's average jobs-to-housing balance.
- f. Continue to develop and attract destination tourism, entertainment, and recreation events and facilities.
- g. Continually improve the development review processes to support a strong business climate.
- h. Continue to encourage and facilitate the redevelopment or reuse of vacant or deteriorating commercial properties.
- i. Ensure adequate infrastructure (e.g., telecommunications, high speed fiber network, power, water, and multimodal transportation) is available to support business expansion.
- j. Continue to develop a strong labor force to meet business needs.
- k. Continue to seek educational opportunities and partnerships with school districts, universities, and libraries to develop a strong labor force, support economic development, and life-long learning opportunities.
- l. Promote linkages between business and the state's universities and community colleges to support labor force needs and provide employment opportunities for Chandler residents.
- m. Continue to support entrepreneurs and small business development through programs such as Chandler Innovations Incubator, small business assistance, and partnerships with collaborative organizations.

### Healthy Chandler

Research has shown that there is a direct link between the built environment and the incidence of chronic health issues such as obesity, asthma, diabetes, and heart disease. Identifying community health as a priority allows Chandler to consider the effects of future decisions on growth and development. Chandler's focus on healthy living is attractive to businesses looking to relocate. A city's quality of life for their employees is important as well as the company's ability to attract skilled employees. A community health focus, however, goes beyond maintaining an outstanding park system by developing other amenities to promote the health of Chandler's residents, such as access to quality healthcare services and ways to enjoy a healthy lifestyle. The city will strive to monitor and measure the healthy impacts of policies, plans, programs, and projects.

Chandler's community planning and design has focused on increasing opportunities for physical activity in daily life. Policies such as incorporating a mix of land uses, designing a well-connected street network built for pedestrian activity, promoting bicycling as a travel option, developing sidewalks and pedestrian-oriented streetscapes, and developing active recreational facilities and parks encourage a healthy lifestyle.

### Access to Healthy Food

What people eat and drink directly affects their well-being. Unhealthy dietary patterns contribute to disease and health issues. A basic need for all residents is affordable, accessible, and nutritious foods and safe drinking water. Many low-income neighborhoods suffer from a lack of full-service grocery stores and access to fresh, healthy food. For example, during the general plan process, Downtown Chandler residents expressed a concern that there was a lack of grocery stores within walking distance or close proximity to residential neighborhoods. Developing farmers' markets, encouraging full-service grocery stores near residential, supporting edible landscaping and community gardens, and healthy food educational programs are some of the ways Chandler can ensure residents have access to healthy food. Farmers markets can also serve as small business incubators supporting new entrepreneurs with customer exposure for their products.

### Healthcare

Dignity Health Chandler Regional Medical Center, serving the Chandler area, is following medical industry trends toward more decentralized facilities with neighborhood-based emergency centers and surgical facilities as well as promoting health, wellness, and keeping people home instead of in medical facilities. The Chandler Regional Medical Center is pursuing more partnerships in the community with schools, employers, and industry to provide both care and education. Virtual health care, early diagnosis, and mobile services will expand as technology is available.



Dignity Health Chandler Regional Medical Center

## Park Classifications

### Neighborhood Park

Extensive system of passive and active parks that serve neighborhoods. Typical amenities include: lighted paths, playgrounds, sand volleyball courts, basketball courts, ramadas, open space, and landscaping.

### Community Park

Typically serves several neighborhoods within one or two miles from the park. More specialized and elaborate community park provide facilities such as: lighted sports fields, group picnic pavilions, restrooms, play areas, and fishing lakes.

### Regional Park

Typically draw from a large market area and have comprehensive recreational resources. Tumbleweed Regional Park and the Snedigar Sportsplex are regional parks.

## Parks and Recreation

Parks play a critical role in Chandler's quality of life. Chandler has been dedicated to developing a comprehensive parks and recreation program for the last 30 years (Figure 16), and has received numerous recognitions including Playful City USA (2007-2015 awarded by KaBOOM!); 2015 Featured Facility Award for the Chandler Tennis Center from the U.S. Tennis Association; 2009 Best Playground in the Valley for Playtopia from the Phoenix New Times; Arizona Republic's 2009 Reader's Choice Award – Runner up for Best Kids Water Park or Pool for the Hamilton Aquatic Center; and 2008 Best Skateboard Park for the Chandler Skate Park at Snedigar Sports Complex from the Phoenix New Times. This commitment is key to providing recreational activities that help to promote an active lifestyle and community wellness. In addition to its neighborhood, community, and regional parks, Chandler also has several specialty facilities including six aquatic centers, four dog parks, three spray pads, one bike park, one skate park, two disc golf courses, an environmental education center, walking and biking trails, an archery range, and two urban fishing lakes.

Chandler is focused on getting residents active by providing recreational facilities place-located geographically throughout the city. These facilities provide easy access and offer very similar services, such as ballfields and pavilions, reservations, liquor special permits, room rentals, and programming for all ages.

There are 64 parks currently in Chandler providing a variety of recreational amenities. Each year the city prepares a five-year capital improvement program (CIP) that includes facilities or improvements for parks and recreation. The goal is to manage the network of parks and recreational facilities as the city facilities age and recreational trends change. Currently, the CIP calls for a new recreational facility in southeast Chandler (Mesquite Groves Park), and north Chandler is in need of a recreational facility.

Chandler's regional and community parks provide a wide array of recreational facilities and amenities. Tumbleweed Regional Park offers multipurpose fields, a recreation center, festival area, a 2.5 acre Playtopia playground and picnic area, and the Chandler Tennis Center. Facilities in the community parks vary offering a mix of recreational opportunities that include lighted soccer and ballfields, basketball courts, swimming pools, picnic pavilions, playgrounds, spray pads, a railroad park, urban fishing lakes, dog parks, and restrooms.

Chandler's six aquatic centers are located throughout the city. Amenities provided at each aquatic facility vary by location and may include zero-depth pools, slides, diving boards, and lazy rivers. In addition to providing the community with a safe place to beat the heat, aquatic centers offer extensive programs including swim teams, year-round swim lessons in heated water, adult group practice, lap swim, and aqua fit classes.

Access to recreational opportunities for each resident through affordable programming has been a priority. Whether it's preschool programs for toddlers, tennis lessons for the entire family, free community events, environmentally friendly programs, or classes for adults and seniors, Chandler recreation has something for everyone.

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## 1.6 Healthy Chandler Policies

### 1.6.1 Access to Healthy Food

- a. Encourage the access to healthy food close to residential and support nutrition programs and projects that encourage healthy eating.
- b. Encourage development of farmers' markets and community gardens.
- c. Support local food production, processing, distribution, and consumption.
- d. Promote projects that incorporate local food sourcing (e.g., projects with community gardens or companies with purchase local policies).

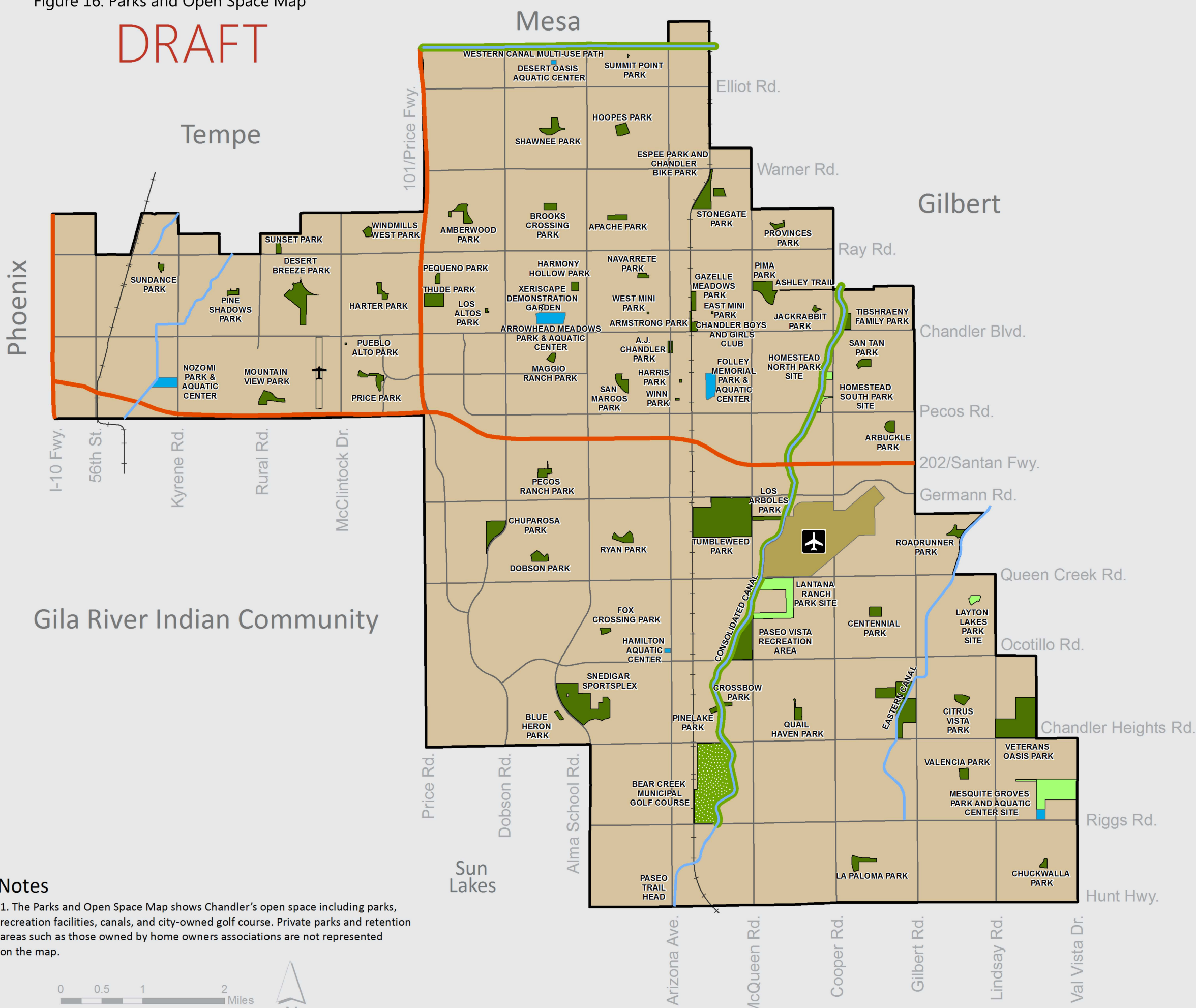
### 1.6.2 Walkable, Bikeable Community

- a. Add shade amenities, mile markers, wayfinding, health tips, and other amenities to recreational areas, trails, canals, and pathways to encourage walking and outdoor activities.
- b. Encourage pedestrian- and bicyclist-oriented, mixed-use developments where appropriate that enable residents to walk, bike, or use transit for their daily commute.

### 1.6.3 Access to Parks and Open Space

- a. Continue to maintain Chandler's parks at a high level through sound management and best practices.
- b. Enhance and expand the existing system of linked open space and trails connecting activity centers and recreational amenities/facilities within Chandler and to regional open space.
- c. Maximize and promote the recreational and connectivity potential of the canal system.
- d. Continue to provide at least one 10-acre neighborhood park within each residential square mile.
- e. Focus on renovation and redevelopment of parks and recreational facilities.
- f. Expand recreation facilities and wellness programs (both active and passive) and local unique offerings that address amenity gaps and changing demographics.
- g. Continue to partner with school districts to provide recreational services, facilities, and space for other neighborhood activities.
- h. Pursue partnerships/collaborations for private recreational facilities and/or public/private partnerships.
- i. Encourage partnerships with hospital and medical providers to serve and educate residents and promote health and wellness.

Figure 16: Parks and Open Space Map



Parks and Open Space Map





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Environmental Education Center, Veterans Oasis Park

# FOCUSED STEWARDSHIP

## **Policies**

- 2.1 Conservation and Environmental Stewardship
- 2.2 Meeting Evolving Energy Needs
- 2.3 Ensuring Future Water

## **Arizona Statutorily Required Elements Covered**

- Conservation
- Energy
- Environmental Planning
- Growth Area
- Land Use
- Open Space
- Safety
- Water Resources

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# Focused Stewardship

## CORE VALUE

Protect Chandler's resources to sustain the community's continued progression and maturation.

Stewardship is defined as sustaining resources and the environment for future generations. People depend on resources for their daily lives. Clean air, safe and adequate water, and management of community resources are just as fundamental to living a good life as having a quality job, safe neighborhood, and access to educational opportunities. Environmental quality has become a criteria for community and economic vitality. However, the community has a choice in how these resources are conserved. As such, protecting and enhancing Chandler's resources through focused stewardship and integrating these resource decisions into planning decisions leads to a more sustainable, vibrant community.

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## Conservation and Environmental Planning

As Chandler's remaining vacant lands are converted to urban use, continued responsible stewardship of the community's natural resources is increasingly important. Many of the environmental concerns facing cities today (e.g., air quality, water quality, watershed protection, and flood control) extend beyond municipal boundaries. This requires collaboration and cooperation with every level of government and surrounding entities to achieve goals. A clean, attractive, and healthy environment contributes to community vitality through enhanced property values and attraction of desirable businesses. Safeguarding our natural resources is a critical step to Chandler's long-term quality of life.

Preserving natural resources is critical to supporting a balanced and healthy natural environment. Chandler's historical roots are agricultural. While preserving the landscape in its natural state is preferred, a majority of remaining undeveloped land throughout Chandler has already been converted from natural desert to agriculture. As Chandler moves towards build-out, these agricultural land uses will continue to be converted to a wide array of neighborhood, commercial, and employment uses with the opportunity to design and incorporate open space areas that replicate the natural desert habitat.

Chandler was recognized in 2014 for sustainability efforts by STAR Communities, a national leader in rating sustainability efforts of cities, towns, and counties. STAR Communities must demonstrate sustainability across economic, environmental, and social performance indicators. As a STAR Pilot Community, Chandler was in the first group of communities nationwide to receive a sustainability rating.

## Focused Stewardship

### Veteran's Oasis Park

The Veteran's Oasis Park is more than a recreational park with green grass and walking trails. Opened in 2008, Veteran's Oasis Park features both wetland and arid habitat that is reflective of the natural Sonoran Desert. The wildlife riparian and wetland habitat area is a critical part of Chandler's reclaimed water management and processing system. The park is also home to the city's Environmental Education Center. The center is focused on providing environmental education programs on conservation, and local flora and fauna, and allowing residents to further understand the natural desert environment.

### Paseo Vista Recreation Area

For 30 years, the Paseo Vista Recreation Area was a working landfill. The city converted the closed landfill into a useable, recreational open space. Today, the Paseo Vista Recreation Area is an example of the city's commitment and investment to promote recycling of land rather than the consumption of new land resources to provide vitality for the community.

### Urban Heat Island Effect

The urban heat island effect occurs when an urban metropolitan area experiences higher average air and surface temperatures than surrounding rural areas due to the absorption, retention, and generation of heat from pavement, buildings, and other human activities. According to the U.S. Environmental Protection Agency (EPA), the annual mean temperature of a metropolitan city with 1 million people or more can be 1.8-5.4°F warmer than the surrounding rural area, and the variance can be as high as 22°F in the evening (as rural areas cool faster at night because of the stored heat of urban areas). As a result, the heat island effect increases demand for electricity and increased energy costs to keep buildings cooler. The heat island effect can be a contributing factor in discomfort, heat exhaustion, and heat stroke. The elderly, children, and people with disabilities are at greater risk for these adverse health conditions.

Chandler's green building program recognizes the need to reduce the urban heat island effect through use of cool and pervious pavement surfaces, planting trees and vegetation, and installing green or cool roofs. These mitigation techniques have the ability to reduce energy consumption and improve human health and well-being in concentrated urban areas.

### Air Quality

Air quality represents both a local and regional environmental challenge for maintaining a clean, attractive, and healthy environment. The EPA establishes air quality standards to protect public health and the environment under the federal Clean Air Act, which has set standards for six common air pollutants including carbon monoxide, ozone, lead, nitrogen dioxide, particulate matter, and sulfur dioxide.

Chandler is committed to meeting all federal and state air quality standards, supporting regional air quality improvements, and reducing particulate air pollutants. The city encourages alternative forms of transportation (transit, biking, walking, etc.) to improve air quality. In 2007, Chandler adopted Resolution No. 4091 in response to the reduction of particulate air pollutants. The resolution provides that Chandler will take action to



Fishing event at Veteran's Oasis Park



Xeriscape demonstration garden





Agricultural activities can contribute to PM-10 emissions

reduce PM-10 emissions in accordance with the recommendations of the Maricopa Association of Governments in order to achieve a 5% reduction in PM-10 emissions as mandated by the EPA. The plan outlines control measures to be implemented including road paving; alley stabilization and paving of parking areas; reducing trespassing for off-road vehicle use on vacant land/lots; and increasing public education outreach. Minimizing and reducing air pollution improves public health, quality of life, and economic opportunity for the city.

On June 10, 2014, the EPA published a notice of final approval of the Maricopa Association of Governments (MAG) 2012 Five Percent Plan for PM-10. EPA also made a determination that the region has met the standard based upon three years of clean data for 2010-2012.

### Noise and Lighting

Nuisances such as noise and light can be attributed to a wide spectrum of sources including freeways and roadways, railroad lines, and various types of recreational, residential, commercial, or employment uses. The level of noise or light disturbance associated with various transportation modes or particular land uses varies. As build-out continues, it becomes more important to understand noise and lighting impacts and the relationship between existing and future land uses. Noise and light can cause an adverse impact when non-compatible land uses are in close proximity. Adverse noise levels or unsightly glare from lighting can impact quality of life. Providing adequate buffering, shielding, or proper site planning can help mitigate noise and lighting influences to sensitive land uses.

Protecting the Chandler Municipal Airport from incompatible land uses that may cause concerns about noise levels associated with the airport is important. Chandler adopted an Airport Impact Overlay District (Ordinance No. 3063) for the Chandler Municipal Airport. This overlay district establishes specific land uses, additional building code requirements, and other restrictions to mitigate airport noise to specified minimum levels. This ordinance ensures compatibility of existing and planned land uses around the Chandler Municipal Airport.

### Flood Control

Minimizing flood hazards is critical to protecting Chandler residents, businesses, and property. Flood control management in Chandler is vested in the Maricopa County Flood Control District. Any development within areas designated as flood zone hazards is subject to standards and regulations in conformance with the National Flood Insurance Program.

The National Flood Insurance Program developed a countywide digital flood insurance rate map for all of Maricopa County. The city works in cooperation with the flood control district to carefully document and identify floodplain areas and to further understand how residents and property might be affected.

Residents who own property within a floodplain area are required to purchase flood insurance if their mortgages are federally backed loans. The City of Chandler's participation in the Federal Emergency Management Agency's (FEMA) rating system reduces flood insurance premiums. The system encourages communities to implement floodplain management activities that exceed federal standards, which reduces risks due to severe weather and sudden heavy rainfall that can result in flooding.

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## 2.1 Conservation and Environmental Planning Policies

- a. Address mitigation of the urban heat island effect, specifically relating to impacts on residents' health.
- b. Implement air quality policies and regulations that improve air quality and help to protect human and environmental health.
- c. Provide for relief from the built environment through the acquisition and maintenance of open areas and natural settings.
- d. Minimize flood hazards to people and property.
- e. Encourage adequate buffering, shielding, or proper site planning to help mitigate noise and lighting disturbance to land uses.

## Meeting Evolving Energy Needs

Ensuring adequate energy resources to meet current and future demand is critical. Arizona Public Service (APS) and Salt River Project (SRP) are the providers of electrical power to Chandler. The city is primarily served by SRP, with the exception of a portion of Downtown Chandler that is served by APS. The city has had a good collaborative relationship with both utility providers to ensure power needs are met.

Providing reliable energy resources is imperative to supporting existing and future economic growth and development in the city's strategic growth areas. Growth areas include high concentrations and combinations of commerce and employment land uses that require a high demand for power. Expanding and upgrading energy infrastructure along the Price Road Corridor enhances the area's reputation as a thriving first-class economic hub for people to live, work, and play. Maximizing existing available energy resources while supporting the development of new and renewable energy sources provides long-term benefit to Chandler residents and businesses. Responsible use and development of energy supports city goals of improving quality of life and continued economic vitality.

The use of alternative power sources and technologies allows the city to become less dependent upon conventional energy sources. Conventional energy consists of nonrenewable sources that cannot be replaced and become more expensive to obtain as the source becomes more depleted. These energy sources have the ability to produce a more constant and reliable source of energy, but concerns over environmental impacts have led to a shift to alternate energy sources and technologies. Alternate power sources include solar, wind, hydropower, biomass, and geothermal. Solar energy remains the most available alternate energy source for the community due to the local climate and geographical area, and also provides an opportunity for Chandler to diversify and expand the local economy. Although not every alternative renewable energy source may be readily available to the City of Chandler, the future use of alternative power sources and technologies contributes to global reduction of energy sources that generate pollution.



Solar shades located on City Hall

Chandler promotes energy conservation and efficient building design in order to reduce the carbon footprint. A carbon footprint is defined as total sets of greenhouse gas emissions caused by an organization, event, product, or individual. Public outreach programs provide community education on how energy conservation and efficiency standards can be applied. Improvements in energy conservation and efficiency provide an opportunity to save money and reduce operating expenses for the city and businesses through the reduction of energy consumption.

Electrical energy supplies remain available to all city residents and businesses. While Chandler's outward growth rate slows, energy demands may continue to expand due to future infill and redevelopment land use areas. It is critical to collaborate with power suppliers early in the development process to ensure adequate power needs can be met. As previously noted, the city's electrical power supply originates from facilities operated and owned by APS and SRP and is transmitted long distances via transmission line networks to and through Chandler to end users. Transmission lines are a visible feature in the City of Chandler skyline that are necessary to meet Chandler's existing and

future energy needs. These transmission line networks balance environmental and community impacts while ensuring electrical energy supplies are readily available to and through Chandler.

Maintaining adequate public buildings requires continued commitment of capital resources for state-of-the-art, energy-efficient facilities that supply needed public service. The city has installed solar to serve several public buildings. The solar service has resulted in a substantial reduction in ongoing maintenance and operations cost. The Tumbleweed Recreation Center, City Hall, downtown library, and the courts facility have solar installation in the parking areas providing covered parking and reducing electrical energy use. The downtown police facility and the property and maintenance building also have solar roof installations. The city maintains an annually funded capital improvement program for repairs and maintenance of city buildings. A long-range plan to address major capital improvement and maintenance is an important tool in sustaining the level of public facilities that the public expects, even as buildings age, to prevent obsolescence and anticipate replacement.



Tumbleweed Recreation Center

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## 2.2 Meeting Evolving Energy Needs Policies

- a. Work toward reducing the overall carbon footprint of residential, commercial, industrial, transportation, and municipal operations.
- b. Identify corridors to co-locate new utilities, such as existing utility corridors, railways, canals, and transportation routes.
- c. Incentivize desert-wise and energy-efficient technologies and materials.
- d. Support use of alternative power sources and technologies.
- e. Promote energy conservation and efficiency through education and development standards.
- f. Continue to be a leader in energy efficiency practices.

## Ensuring Future Water

### Water in Arizona

Sustainable water supplies delivered at an acceptable level of quality and costs are critical to the future of every city. Arizona and many Western states have been challenged to plan for the long-term availability of water for people and business. Arizona has been in the forefront of water management since the late 1800s, well before statehood. In 1911, the Roosevelt Dam was completed – the first of several dams and reservoirs designed to contain and direct the flow of water. In 1945, Arizona’s first groundwater code was adopted followed by the adoption of the critical groundwater code in 1948, and the Groundwater Management Act in 1980. The adoption of these codes was in response to the federal government withholding funding approval of the Central Arizona Project (CAP), a much desired 336-mile-long canal delivery system. In 1984, the CAP began delivering water to central Arizona.

### Water Management

Chandler, like Arizona, has been on the forefront in managing its water resources. The city has a comprehensive water management program that includes renewable surface water, groundwater, water conservation, and 100% recycled water reuse.

Water must be consistently managed, conserved, and protected and the city plays an important role. It is critical that the city protect its water resources and plan for the long-term service delivery to residents and businesses. Future water demand can be directly attributed to land uses, types of users, and densities as designated in the Chandler General Plan 2016. The planning division is sharing land use data with the water resources division to maintain a land use/water demand database to ensure water resources for future development.

### Drought Management

The city has a drought management plan to ensure that the basic water needs for Chandler residents and businesses will be met during extreme water shortages. The plan details Chandler’s existing drought programs and the demand reduction measures that will be implemented during severe drought conditions. Chandler has stored large amounts of water underground since 1990 with sufficient water to outlast many years of drought.

### Conservation

Chandler has an extensive water conservation program that supports the drought management plan. The water conservation program is managed through the water conservation office. The plan is implemented by utilizing a combination of financial incentives, free services, and educational activities. Outdoor watering can count for up to 70% of household water use; showers, toilets, laundry, and faucets can account for up to 30% of household water use. Conserving water with xeriscape landscaping, watering guidelines, water-conserving fixtures, and changing daily habits can make a substantial difference in reducing water use in every home.



SRP's Superstition Mountain Recharge Project (underground water storage)

### Water Resources

Chandler has a diversified water supply. Salt and Verde River water supplies come from the SRP, Roosevelt Water Conservation District, and new conservation storage (NCS) constructed at Roosevelt Dam. Salt and Verde surface water is stored in reservoirs and delivered through a series of canals to the city's Pecos Surface Water Treatment Plant. SRP canals pump groundwater through a series of wells for distribution.

Chandler has long-term contracts to receive Colorado River water. Colorado River water is delivered through the CAP canal to Chandler's San Tan Vista Surface Water Treatment Plant, jointly owned with the Town of Gilbert, or diverted to the SRP canal system near the Granite Reef diversion dam. This water may be recharged (pumped back into the ground) into the aquifer at the Granite Reef Underground Storage Project for future use or may be delivered to the city's Pecos Surface Water Treatment Plant.

The city produces the majority of its water at its surface water treatment plants to serve residents, businesses, and industries. In addition, Chandler receives groundwater through wells and booster stations.

Chandler's reclaimed water program collects wastewater from residential and industrial users then transports it through a system of underground pipes to water reclamation facilities where it is treated to meet quality standards for reuse, such as landscape irrigation, and recharge into the aquifer.

### Water Quality

Chandler is responsible for providing water to all customers that meets all applicable local, county, state, and federal water quality standards. The City of Chandler municipal utilities department consistently performs more water tests than is required by law and issues an annual report detailing the quality of drinking water to comply with state and EPA regulations. For 2014, Chandler's water met or exceeded all health and safety standards required by county, state, and federal government regulatory agencies.

Protecting Chandler's water supply is also critical to providing quality water. Chandler has established a backflow prevention program to ensure the proper installation and maintenance of backflow prevention devices. Backflow prevention devices protect water from contamination or pollution by preventing the reversal of flow of water from its intended direction. In 2005, the Arizona Department of Environmental Quality (ADEQ) completed a source water assessment for drinking water wells and surface water sources. The assessment reviewed adjacent land uses that could pose a potential risk to a water source, such as a gas station, dry cleaner, or agricultural field. Two city drinking water wells were considered high risk due to potential activity of adjacent land uses. The city consistently conducts monitoring to ensure adjacent land uses do not adversely impact the water sources and that the water source is protected. Ensuring appropriate land uses are planned adjacent to water wells and surface water sources is critical to providing and protecting quality water.



Western Canal





Chandler employee monitoring water quality

## Water Demand/Supply

The City of Chandler has been diligent over the years in updating its water planning efforts to ensure the availability of a long-term sustained water supply for anticipated land uses. The 2008 Water, Wastewater, Reclaimed Water Master Plan Update aligned with and built upon the previous general plan themes of economic development and revitalization.

In 2015, the City of Chandler adopted a Water Allocation Policy (Ordinance No. 4634), the first such policy in the state. This policy looks toward the future by preserving sufficient water supplies for future land parcels to be developed and preserves water for existing users so that their operations are not negatively impacted. Chandler continues to attract new high-tech employers that are also high-volume water users. Proactively managing future high-volume water demands ensures that the city receives the most benefits possible for a large water allocation. The allocation policy applies to non-residential users only and allocates potable water resources on a three-tier basis.

In 2015, the city also initiated an Integrated Water Master Plan to revisit the current water demand projection, infrastructure needs, and incorporate updated information. This update was coordinated with this general plan update. Chandler's current water use is 62 million gallons per day (MGD) with a projected build-out demand of over 80 MGD. The demand projections will be periodically reviewed and updated with future general plan amendments.

## Stormwater

Stormwater run-off occurs when precipitation from rainfall events runs off buildings and paved surfaces. The city's stormwater collection system collects and conveys stormwater flows along city streets and gutters, where it is directed into the nearest storm drains or spillways constructed along the street and eventually deposited into retention basins, greenbelts, parks, and community lakes. Chandler has a stormwater control philosophy that is based on on-site retention of the 100-year, two-hour storm event equivalent to 2.2 inches. Chandler has required on-site storm water retention basins in the majority of all new developments for many decades. Such requirements have minimized the environmental challenges otherwise created by stormwater run-off. Retaining stormwater run-off onsite allows for the removal of contaminants through the application of retention, settling, and recharge basins. This strategy encourages run-off to be maintained in close proximity to where it falls as well as promoting infiltration into the ground. Chandler has developed and maintains a stormwater management plan and a stormwater quality ordinance in accordance with state requirements. Additionally, the city has established a program that incorporates proactive inspections and routine maintenance of the stormwater collection system to ensure that drainage is addressed.

### Infrastructure

The city has built water and wastewater facilities over time to serve the growing population and industry. The water distribution system delivers water from the Pecos Surface Water Treatment Plant, groundwater wells located throughout the city, and the San Tan Vista Surface Water Treatment Plant. Other components of the water distribution system are booster pumping stations, pressure-reducing valve stations, and storage reservoirs to handle peak daily demands.

Wastewater is collected through a series of pipes and sewer lift stations where it is treated at the city's wastewater reclamation facilities: Lone Butte, Ocotillo, and Airport. These facilities are identified in the MAG 208 Water Quality Management Plan which are the key guiding document used by Maricopa County and ADEQ in granting permits for wastewater treatment systems in the MAG region. Consistency is necessary for permit approvals. All reclaimed water has a beneficial use, either for irrigating parks, landscape, or open space, or returned to the aquifer through injection wells as storage for future use.

Since the adoption of the 2008 Water, Wastewater, Reclaimed Water Master Plan Update, the city retrofitted an existing lift station and constructed a new force main to deliver wastewater from west Chandler to the Ocotillo Wastewater Reclamation Facility. This allows the city to divert wastewater to the Ocotillo Wastewater Reclamation Facility rather than to the Lone Butte Wastewater Treatment Facility. When water is sent to Lone Butte, the city does not receive groundwater credit or recharge credit. The city did extend the Lone Butte Wastewater Treatment Plant agreement until 2027, which gives the city flexibility for wastewater treatment options.

To meet future demand, the city is expanding the Ocotillo Water Reclamation Facility to treat an additional 5 MGD of increased flows. The existing facility will also be upgraded for future reliability and to continue meeting regulatory requirements.



Chandler water treatment facility

## 2.3 Ensuring Future Water Policies

- a. Continue to use land use data and population projections to determine water demand projections and analysis.
- b. Continue to evaluate practices of communities within the region and compare/contrast with respect to unit demands and water demand development.
- c. Identify and implement data gathering and analysis of consumptive water use per land use by leveraging smart meters. (This will allow Chandler to refine and confirm unit demands applied in the 2014 Water Demand Update Study.)
- d. Facilitate more frequent and semi-automated water demand updates.
- e. Proactively manage remaining water allocations through build-out.
- f. Expand use of reclaimed water.
- g. Incentivize expanded use of desert-sensitive, water-wise landscaping.
- h. Implement and annually review (and update, if needed) the Water Allocation Policy.
- i. Continue to monitor water supplies and water use, updating data as changes are realized.
- j. Continue to promote water conservation practices, conserving water during normal supply years to ensure available supplies during emergencies and/or drought.
- k. Continue to work with SRP and others to ensure that the city's recharge sites are managed and protected for future need.
- l. Continue to monitor water demand and wastewater flow projections to assess existing infrastructure and planning for future expansions and improvements.
- m. Periodically analyze Growth Area development for changes in water and wastewater projections and impact on existing infrastructure.
- n. Continue progressive water conservation efforts.
- o. Strive for the highest possible water quality.

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Block Party, Downtown Chandler

# STRONG COMMUNITY FOUNDATION

## **Policies**

- 3.1 Exceptional Public Services and Facilities
- 3.2 State-of-the-Art Public Buildings
- 3.3 Financial Sustainability

## **Arizona Statutorily Required Elements Covered**

- Cost of Development
- Land Use
- Public Buildings
- Public Services and Facilities
- Safety

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# Strong Community Foundation

## CORE VALUE

Develop and maintain safe, state-of-the-art community infrastructure.

Chandler has been proactive in developing and maintaining the community's public investment in infrastructure. Physical infrastructure provides the backbone for community development.

## Exceptional Public Services and Facilities

Chandler residents want to live in a safe community with responsive emergency services. Chandler has been dedicated to ensuring that its residents have quality services and facilities to meet current and future needs. Proactive planning has positioned the city effectively to construct infrastructure as-needed rather than being reactive. The focus is shifting to maintaining and optimizing current facilities before new facilities are built. Continuing to maintain public services in a mature community focused on infill creates a different set of challenges than one that is growing and expanding in land area.

### Police

Chandler's Police Department is focused on implementing progressive crime-fighting strategies based on predictive policing (i.e., using analytical techniques to predict the types of crimes, offenders, and victims of crime) and crime suppression. Community-based crime prevention initiatives such as Getting Arizona Involved in Neighborhoods (GAIN), its citizen academy, and the Rape Aggression Defense (RAD) program are also being implemented to be proactive in addressing public safety.

In 2013, Chandler was rated by Business Insider magazine as the ninth safest city in the U.S. with populations over 200,000.

The department performs ongoing staff analysis to determine the number of officers needed to provide public safety services. Issues or concerns related to serving commercial corridors, such as the Price Road Corridor, are regularly discussed as the department reviews service needs.

The Police Department has three police station precincts to serve the public: the main station is headquartered in downtown Chandler; the Desert Breeze Station in west Chandler; and the Chandler Heights Station in southeast Chandler. Each of the three precincts is divided into multiple districts and beats. The beat boundaries are determined by population and density together with response times and types of calls.



Chandler police main station

## Strong Community Foundation

In 2014, the department conducted a 20-year facilities assessment. The recommendation was to optimize current space and re-task current city facilities. One example of re-tasking a current city facility is the six-acre public safety training center facility on south Dobson Road that was originally built as a fire training facility. The facility is being remodeled to be jointly used by fire and police departments and will include offices, classrooms, a 250-seat auditorium, burn towers, an indoor shooting range, and a large specialty vehicle building for fire equipment.

In 2014, the Chandler Police Department was the first police agency in Arizona to earn the Gold Standard Assessment with Excellence from the Commission on Accreditation for Law Enforcement Agencies. This was the department's seventh consecutive accreditation. The department was awarded the 2013 Outstanding Achievement in Law Enforcement Volunteer Programs by the International Association of Police and Wilmington University.

## Fire, Health, and Medical

Chandler's Fire, Health, and Medical Department is responsible for fire prevention, health and medical prevention, and emergency management. In 2014, in an effort to slow the demand and growth on response resources the department undertook an effort to reinvent the way they respond to calls, treat patients, and transport patients to advanced medical facilities. According to the 2014 Annual Report, the Treat and Refer Pilot Study demonstrated the benefits of empowering paramedics to give patients on-scene treatment options instead of automatic transport to the hospital by ambulance. As a result there has been a reduction of the number of calls for ambulance dispatch making ambulances available for more life-threatening emergencies. These programs contributed to a reduction in call volume, response time, and an increase in resource availability ultimately minimizing the number of future response resources required to meet resource demand.

Emergency response and fire suppression/prevention is achieved through ten districts, each with a centrally located fire station. The stations are located to accommodate a four-minute travel time to emergencies, which equates to approximately a two-mile radius around each station. A new fire station is currently planned in southeast Chandler on Gilbert Road for development in 2017-2018.

In 2014, the department received accredited status from the Commission on Fire Accreditation International for the fourth time. Internationally accredited since 1999, the Chandler Fire, Health, and Medical Department is one of a handful of departments nationwide that have been reaccredited three times.

## Safety

The City of Chandler has an adopted Emergency Operations Plan (EOP). The EOP outlines plans and procedures to respond to natural, technological, and human-caused disasters within the city. The plan is published in support of the State of Arizona Emergency Response and Recovery Plan and is in accordance with Arizona Revised Statutes and Maricopa County's EOP.



Chandler's Fire, Health, and Medical Department headquarters

The basic plan outlines the city response template; other components include emergency support functions, specific actions, and specific hazards. Manmade disasters covered include hazardous materials, fires, explosions, and nuclear accidents. Natural disasters include heat, drought, flooding, windstorms, and earthquakes. Civil disturbances and terrorist activities, power outages, and influenza pandemics are also included. Evacuation routes are addressed but not specifically identified, as routes may vary depending on the emergency and location. The coordination and sophistication of the plan adequately meets the future safety needs of residents, businesses, and industry.

To support emergency operations, roadways must be maintained to provide safe access. Two lane roadways in southeast Chandler should be improved to four and six lane roadways to provide safe access to freeways in the event of an emergency evacuation or emergency service needs.

The Emergency Operations Center (EOC), housing technology infrastructure, equipment, and space for the management team, will be used to manage emergency incidents. Technology and equipment must be maintained and updated to meet changing demands.

The city is developing a six acre public safety training facility at the Fire Training Center on South Dobson Road. The facility will be jointly used by the fire and police departments and will include offices, classrooms, burn towers, shooting range, and auditorium. The auditorium could serve as an evacuation shelter.

Growth and build-out will bring additional challenges to emergency management. As development intensifies in the growth corridors and vertical development occurs, specialized equipment, such as ladder trucks, will be required. Developments will need to incorporate design principles that enhance safety such as emergency access, adequate lighting, and visibility from public areas as the city grows. As the South Price Road Corridor continues to develop; additional hazardous materials capabilities may be needed. Growth at the Chandler Municipal Airport and Airpark may also result in a need for an aircraft fire response unit.

It is important that Chandler continues to support emergency response capabilities by maintaining appropriate personnel and equipment to meet the growth in population and service demands as well as maintaining the capability to respond to the changing industrial landscape. As industry grows and building types change, specialized equipment and personnel must be able to meet the increased demands as well as the increased risk associated with those changes.

## Refuse Disposal

Chandler offers weekly trash and recycling collection and curbside bulk collection to rate-paying residents. Residents may also use the residential drop-off facility for trash and recycling at the recycling solid waste collection center, located at Queen Creek and McQueen Roads. Household hazardous waste is also accepted at the waste collection center by appointment only.

The city does not operate a landfill; curbside trash collected is taken to private transfer stations for disposal at regional landfills. Chandler's recycling includes curbside collection of comingled recyclable material. These materials are delivered to a local material recovery facility for processing and marketing. Other recyclable materials collected at the recycling solid waste collection center are delivered to local processors or recyclers, based on current market.

The city also reduces waste with a composting program. Composting recycles natural organic materials and diverts yard waste, organic food scraps, and degradable recyclables from the city's waste stream. The city offers free backyard composters to Chandler residents paying for city-provided solid waste service.

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### 3.1 Exceptional Public Services and Facilities Policies

- a. Prevent crime through enhanced crime-fighting strategies and education.
- b. Continue to employ evidence-based community policing strategies.
- c. Continue to employ predictive policing and crime suppression techniques.
- d. Develop and implement facility master plans.
- e. Incorporate design principles and guidelines to enhance safety through design.
- f. Consider connectivity in all site planning and residential developments to provide for adequate egress and ingress for public safety.
- g. Continue proactive public safety education and outreach to schools and the community.
- h. Continue to proactively address public safety response to changes in types of development.
- i. Update and maintain emergency management plans and standards.
- j. Ensure public services meet community needs at build-out or during redevelopment.
- k. Maintain excellent fire prevention and response capabilities.
- l. Maintain excellent health and medical emergency prevention and response capabilities.
- m. Continue to strive for effective response times for emergency services.
- n. Recognize changing demographics in meeting public facility and service needs.

### Future Consideration

The challenge for a maturing city like Chandler is continuing to integrate ever-developing technology in existing infrastructure and public systems. However, Chandler's high-tech culture has positioned the city to be a leader in optimizing intelligent technologies in the public realm. The city already embraces technology in many aspects of operations and engagement. The goal is to continue to be on the cutting-edge of evolving technology.

## State-of-the-Art Public Buildings

Public buildings serve civic and community needs and their presence reflects both the pride of the city and governmental functions. Chandler operates a variety of public buildings including City Hall, the community center, libraries, the senior center, police and fire stations, museum, municipal courts, and maintenance facilities.

The city constructs buildings to meet current and build-out demand. Maintenance of public buildings will be the goal toward and beyond build-out. Maintaining adequate public buildings requires continued commitment of capital resources for state-of-the-art, energy-efficient facilities that supply needed and desired public services.

As the city reaches build-out and land becomes less available, existing sites and facilities will be impacted. The strategic reuse, redesign, and retrofitting of existing facilities will be critical to meet new and changing demands. As existing facilities are improved or repurposed, neighborhood compatibility will be important. As building uses change, it will be important to ensure that services are located to maximize service to residents.

### Smart Buildings

Smart buildings achieve significant energy savings through improved technology and materials including appliances, electrical systems, plumbing, and air conditioning. The city adopted a green building program in 2008 with a focus on reducing the negative environmental impacts of buildings while considering the economic and social benefits as well. The program requires the city to build to Leadership in Energy and Environmental Design (LEED) Silver standards or better. LEED is a national green building rating system for developing high-performance, sustainable buildings.

Smart buildings can go beyond just energy efficiency, addressing resources including water, technology, and materials. For example, green roofs can provide cooling, garden space, and trap rainwater; water monitoring with leak detection conserves water. Smart buildings cut energy costs, lower the carbon footprint, and provide comfortable and healthy environments that contribute to quality of life. Conservation-minded design is not just good for the environment, but makes good business sense by saving operational costs.

## Strong Community Foundation

### Technology

Information technology has opened the door to unlimited possibilities for communities to engage citizens, provide efficient services, improve service delivery or operations, and address public issues. Employing information technology at every level of government is the culture of the “smart cities” movement.

Technology is used to coordinate and expedite emergency response to meet community challenges and needs. City transportation officials monitor signalized intersections throughout the city, allowing them to make signal changes based on traffic conditions. Dynamic message signs with travel times are located at select arterial roadways. Coupling technology into transportation system management and operations allows the city to address and respond more quickly and efficiently to congested roadways and accidents.

The transportation department has installed over 70 miles of fiber network throughout the city, retrofitting existing roadways during roadway improvement and widening projects. Cameras are located at all (800+) signalized intersections. As the city reaches build-out and equipment ages, cameras and traffic signals will require replacement. The fiber network will be expanded into southeast Chandler as roadways are improved in that area.

The traffic fiber network is also used to serve all city offices outside of Downtown, including libraries, pools, and police substations. The next step is to connect with the fire stations that currently lease facilities.

### Public Buildings

The Chandler Municipal Complex provides multiple public buildings and services in a convenient downtown location. The City Hall Tower and a 300-space parking garage was opened in 2010. The iconic city hall – five stories – anchors Downtown, promoting area redevelopment. Mayor and Council, city manager’s office, several administrative departments, and the Vision Gallery are located at this facility. The Vision Gallery is a non-profit art gallery located in City Hall. Managed by the non-profit Chandler Cultural Foundation, it makes art more accessible to the public by offering rotating exhibits.

A point of pride within the community is the Chandler Center for the Arts. This visual and performing arts center is shared by the City of Chandler and the Chandler Unified School District. The venue features three theaters and an exhibition gallery and the facility is used primarily for school arts curriculum during the week and city or public performances on the weekend. Since 1989, thousands of patrons have enjoyed a broad range of programming including concerts, dance, comedy, drama, and other special events.



Chandler City Hall



The Chandler Fire, Health, and Medical Department headquarters was built in 2009 near the City Hall complex. Administration, fire prevention, public information, safety, the fire marshal, investigators, and emergency medical services are housed in the building. The building received LEED Gold certification and is part of the city's Green Building Program.

The city operates four libraries. The Downtown Library is supported by three branches: Hamilton, Sunset, and Basha. The Hamilton and Basha branches are shared facilities located at high schools in south Chandler; the Sunset Library serves west Chandler. Chandler's library system offers progressive programs that provide a variety of resources in a variety of formats so that library users of all ages can explore topics and continue to learn throughout their lives.

The Chandler Museum includes the Historic McCullough-Price House, Tumbleweed Ranch, and an online resource called Chandlerpedia. The Museum provides a learning environment where the community comes together to share stories, preserve its cultural heritage, and experience Chandler's history and culture.

The city also operates the Community Center in Downtown Chandler, the Environmental Education Center at Veterans Oasis Park, the Senior Center serving residents over 55, Snedigar Recreation Center, Tumbleweed Recreation Center, a multigenerational facility, and the Chandler Tennis Facility at Tumbleweed Park.

## Strong Community Foundation

### Cultural Resources

Chandler's cultural resources consist of a wide variety of public and private spaces, attractions, events, and activities. Establishing and maintaining these cultural resources is critical to the city's overall health and vitality. The Chandler Center for the Arts and the Vision Gallery make visual and performing arts available to the entire Chandler population.

Chandler has community traditions and celebrations that further emphasize the city's historical roots and culture. The Ostrich Festival is a popular community festival that began in 1989 and honors Chandler's early history of ostrich ranching.

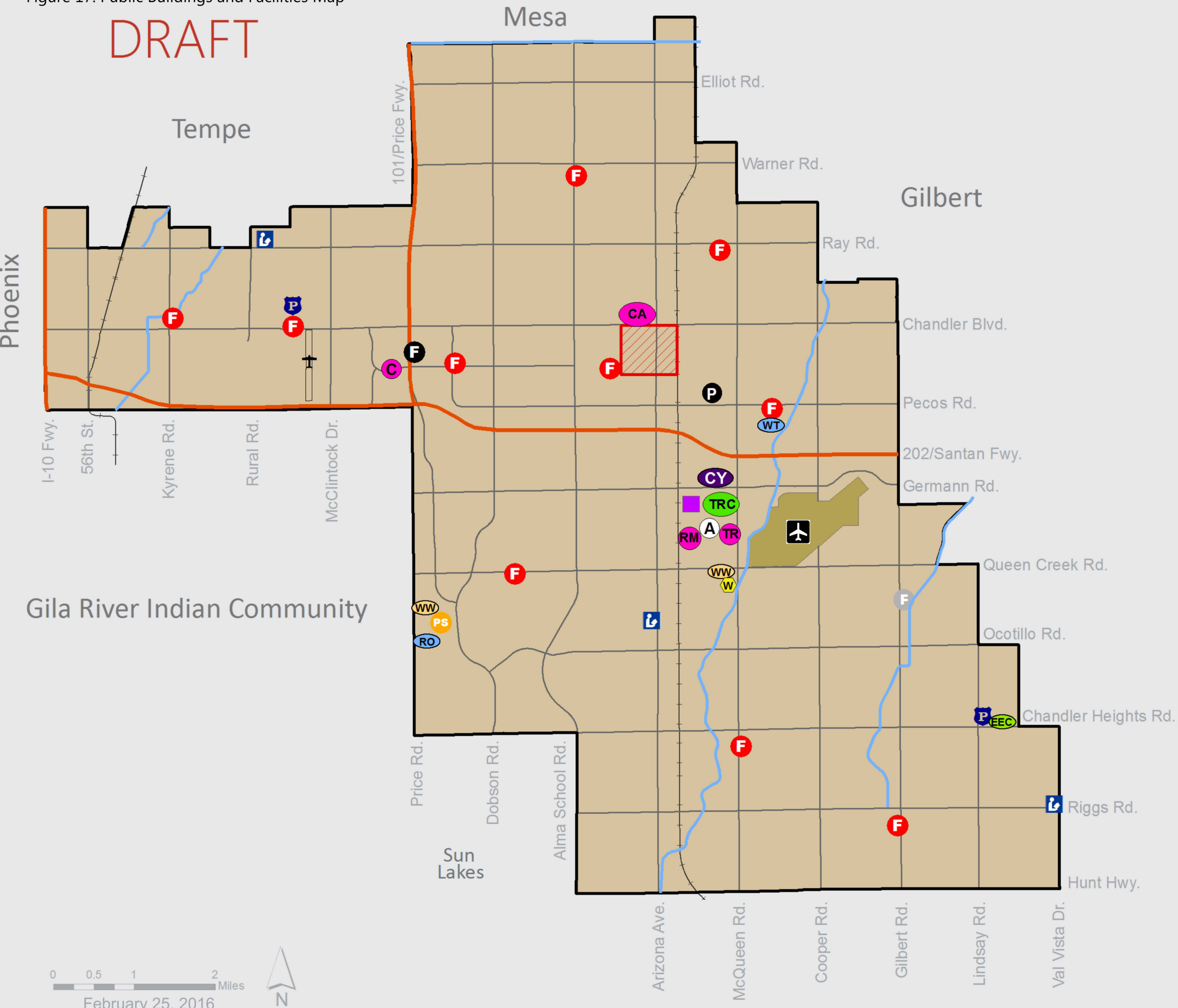
The Chandler Museum is the community's principal resource to explore history, culture, and place in the rapidly changing world. Chandler's "History in Your Own Backyard" is a unique kiosk program that allows residents to learn about and honor the city's diverse heritage and culture.

Figure 17 depicts public buildings and facilities.



Chandler's Museum, located in the McCullough-Price House, was also home to the Chandler General Plan 2016's planning labs

Figure 17: Public Buildings and Facilities Map



**Public Buildings and Facilities Map**

**Legend:**

- Police Station
- Property and Evidence Facility
- Fire Station
- FHM Support Services
- Future Fire Station
- Public Safety Training Facility
- Library
- Municipal Airport
- Park and Ride
- Environmental Education Center
- Waste Water Treatment Facility
- Reverse Osmosis Treatment Facility
- Water Treatment Facility
- McQueen City Yard
- Waste Transfer Facility
- Canals
- See Downtown Districts and Public Buildings Map (Growth Areas Section)
- Tumbleweed Recreation Center
- Aquatics Office
- AZ Railway Museum
- Chandler Museum
- Chandler Center for the Arts
- Tumbleweed Ranch

**CHANDLER GENERAL PLAN 2016** *a vision refined*

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## Schools

Chandler is served by Chandler-Gilbert Community College with the Pecos campus located in southeast Chandler. The community college offers certificates and degrees in a variety of fields, workforce development, and continuing education. Four-year degrees are offered on campus by Northern Arizona University, mainly in elementary and secondary education and business administration. UofA offers classes in the Downtown Chandler Community Center.

As the city reaches build-out, enrollment will level off; the college has already seen a drop from 12-15% growth to 1.5-2.5% growth. The community college would benefit from a more robust transportation infrastructure including carpooling opportunities and transit.

Chandler is served by five public school districts: Chandler Unified School District, Gilbert Unified School District, Mesa Unified School District, Kyrene Elementary School District, and Tempe Union High School District. The City of Chandler has a collaborative relationship with all the school districts but does not have any authority over school funding or development. The city's philosophy has been to locate a school within every mile section and to share park facilities with the adjacent school. As a result, schools are located throughout the city with an elementary or middle school located within nearly every section or square mile of land to serve the surrounding neighborhood.

As populations and demographics shift and the number of charter schools increase, school districts might need to transition the use of some facilities. The city should continue its partnership with school districts and evaluate the potential reuse of those facilities for the expansion of programs or services that might be needed for residents in the area.

There are several charter schools located in Chandler. Charter schools, which are state-funded public schools, are growing in number. Charter schools were established by the state legislature to give parents academic choices for their children and provide learning environments that improve student achievement. Charter schools are often located in commercial centers and along major street corridors as opposed to the middle of a neighborhood in a district-owned building and are often in leased facilities. As such, charter schools may be more likely to move locations throughout the city as demographics or conditions change. Charter schools shown in Figure 18 are from the Arizona Department of Education website and are accurate as of October 2015.

Chandler has several private faith-based schools that offer a range of educational opportunities from pre-school through high school.

## Maintenance/Safety

The city must monitor public buildings to assess safety and implement building preparedness in accordance with appropriate emergency response plans and information. Americans with Disabilities Act accessibility in all public buildings ensures that all employees, residents, and visitors are welcome and accommodated.

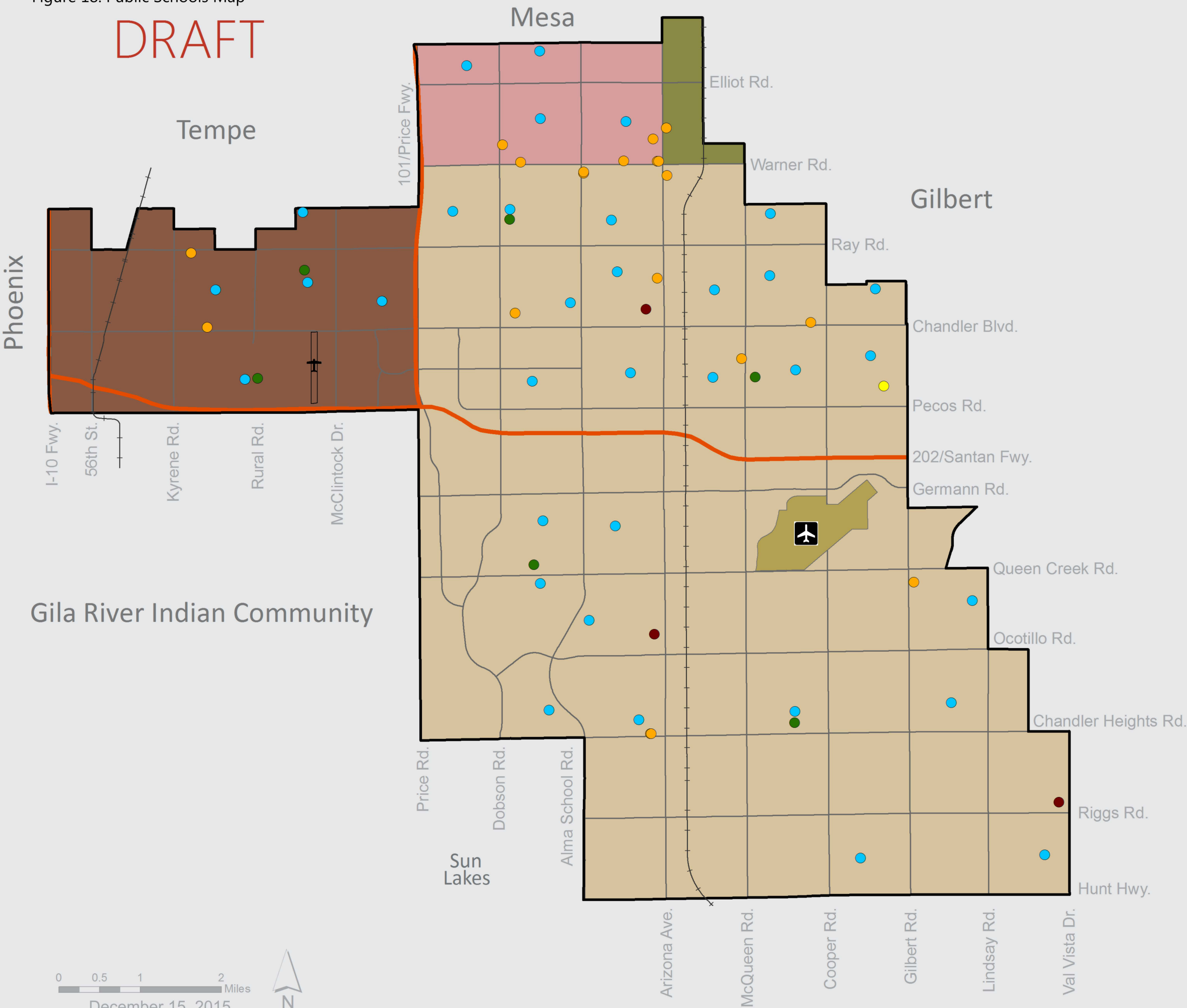
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## 3.2 State-of-the-Art Public Buildings Policies

- a. Continue to implement the Green Building Program, encouraging energy-efficient building practices and leading by example.
- b. Coordinate with schools to monitor and address population growth, change, and site location.
- c. Prepare and implement a long-range plan that addresses major capital improvements, such as plumbing replacement, fire protection, building replacement, or obsolescence issues for all city buildings.
- d. Employ capital improvement strategies that reduce operational and maintenance costs and promote the utilization of renewable energy.
- e. Distribute public buildings and services to maximize service to residents and visitors.
- f. Ensure safety of public buildings.
- g. Provide Americans with Disabilities Act accessibility to city facilities.
- h. Cooperate with school districts in adapting existing buildings for alternative uses.
- i. Maximize share-use facilities with schools.
- j. Provide a progressive, diverse library system.
- k. Expand amenities to provide unparalleled offerings to residents.
- l. Incorporate desert-wise and energy-efficient technologies and materials.
- m. Continue to implement state-of-the-art technology throughout the city for health and safety, communications, plan processing and transportation.
- n. Conserve, protect, and enhance cultural resources.



Figure 18: Public Schools Map



DRAFT

Public Schools Map

- Elementary School
- Junior High School
- High School
- Community College
- Charter School
- Chandler Unified School District
- Gilbert Unified School District
- Mesa Unified School District
- Tempe Union High School District/  
Kyrene Elementary School District

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## Financial Sustainability

The financial sustainability of Chandler is a key long-term issue as the community transitions from a fast-growing “boomburg” to a mature city. In Arizona, growth-related revenues provide communities with increasing revenues to meet ever-increasing public needs. As Chandler moves toward build-out of its land resources, its ability to maintain high levels of service must not be compromised. A balance of land uses to support fiscal sustainability is important as well as ensuring that new development pays its fair share of capital improvements.

The Great Recession hurt Arizona cities immensely from the standpoint of financial sustainability. Declines in sales tax revenues occurred and the cities’ ability to service long-term debt was compromised. Between 2009 and 2013, Chandler’s secondary assessed property value (used to pay debt service on bonds sold for essential public services) fell by 38%. A decline of this magnitude often delays construction of needed capital improvements or results in deferred maintenance and replacement of existing facilities.

At the same time as the effects of the Great Recession were hitting Arizona, cities came under attack from various legislative efforts at the State Capitol. The change in impact fee legislation, the change in the calculation of taxable property values (Proposition 117), and attempts to change the method of assessing construction sales taxes and the collection of sales taxes on residential property rentals have all impacted municipal financing options.



Infrastructure placement and upgrades

The city’s policies ensure that new development pays its fair share of associated costs related to public service needs. This issue takes on greater implications when Chandler reaches build-out. Over the next 20 years, the wise use and development of remaining land resources will be important.

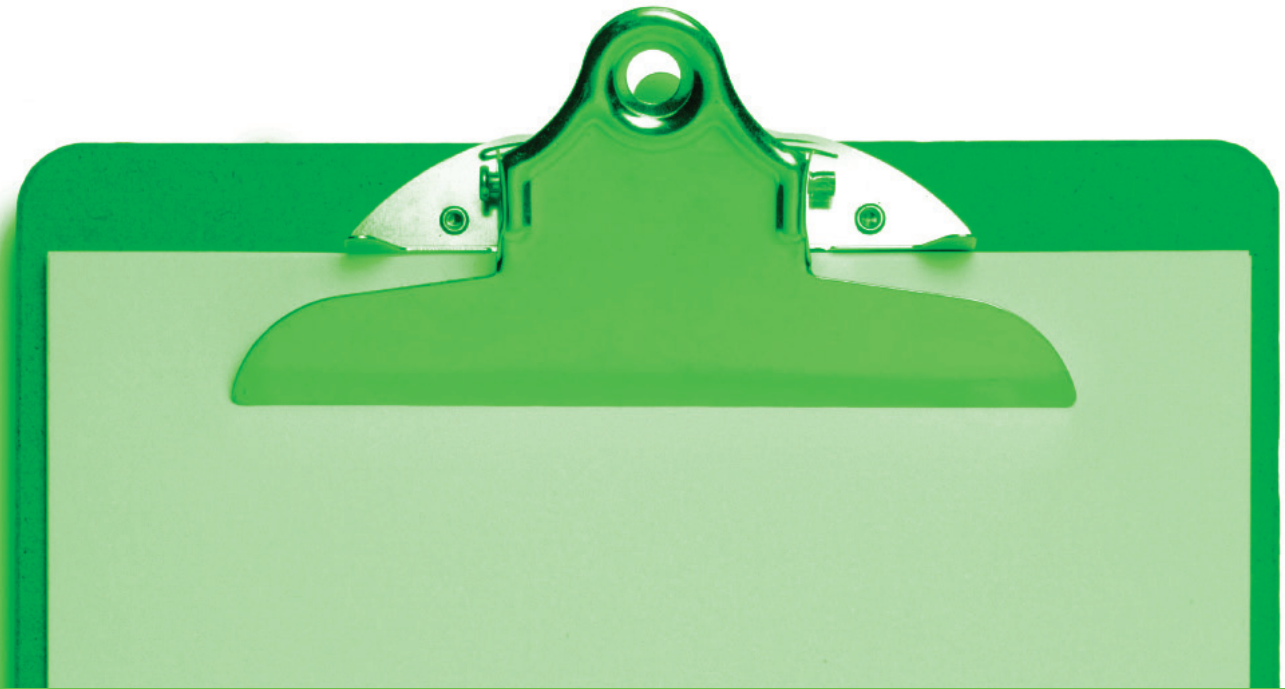
Chandler’s system development fees and financial needs are directed toward system completion and capacity upgrades rather than geographic expansion. The city has also been heavily focused on maximizing its employment resources in order to support its residents and the community’s well-being. Balancing residential and employment land uses is aimed at ensuring a sustainable community. The city’s excellent infrastructure is well suited to serve new development; its capital improvement program is the key planning document to carry out future improvements and upgrades.

Since the General Plan 2008’s adoption, new laws related to impact fees and municipal financing have impacted how cities pay for growth. Policy considerations must recognize the current constraints for generating revenue for capital improvements and for determining the fair share that new development pays toward needed public services. As the city transitions from a growth mode to build-out of the community, intensification of land uses often leads to the need to expand or improve upon existing infrastructure. Policy makers need to ensure that these types of projects pay their fair share of infrastructure improvements.

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### 3.3 Financial Sustainability Policies

- a. Continue to require new development to contribute to or pay toward needed public services as permitted by law and continually evaluate new development's share of public service responsibility.
- b. Evaluate and update funding mechanisms such as system development fees on a regular schedule.
- c. Recognize the fiscal impacts of ongoing maintenance and operating costs associated with expanded city services, particularly within identified growth areas where intense development might occur.
- d. Prepare and update capital improvement plans yearly to assist in identifying and prioritizing infrastructure improvements.
- e. Match the financial resources of the city to the capital improvement program.
- f. Use the city's infrastructure planning process and capital improvement program to direct and promote private investment.
- g. Evaluate the implications of land use decisions on the city's long-term fiscal sustainability.



# AMENDMENTS

## CHAPTER HIGHLIGHTS

Moving Forward  
Amendment Procedures

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## Amendments

It is important to emphasize that the general plan is not a static document. If community attitudes change or new issues arise that are beyond the scope of the current plan, the plan should be revised and updated accordingly. Although a proposal to amend the plan may be considered in accordance with amendment procedures, the city should regularly undertake a review of the general plan. State law requires the plan to be updated and ratified by the voters at least every ten years. Routine examination of the plan will help ensure that the planning program remains relevant to community needs and aspirations.

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### Moving Forward

The completion, adoption, and ratification of the Chandler General Plan 2016 instigates consideration of programmatic and topic-specific plans, ordinances, and projects to align with the plan's policies. For example, the annual review and update of the city's capital improvement program should take into consideration General Plan 2016. Annual strategic planning is another tool to move forward the plan's policies and suggested projects.

Opportunities should be provided to identify any changes in conditions that would impact the plan's recommendations. If the planning and zoning commission finds that policy issues or changes in basic assumptions or conditions have occurred that necessitate plan revisions, they could advise staff to recommend potential amendments to be considered as part of a formal amendment process.

General Plan 2016 adoption should be followed by a review and update of the city's development controls, including the Zoning Code and related regulations. It is essential that all development regulations be consistent with and complement the general plan's vision and policies.

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### Amendment Procedures

As provided in Arizona Revised Statutes (ARS §9-461.06), defining General Plan 2016 major and minor amendments is required.

A major amendment is any proposal that meets any one of these criteria:

1. Any change in a residential land use classification described in the General Plan to either another residential land use classification or a non-residential land use classification of 160 (quarter section) or more contiguous acres.
2. Any change in a non-residential land use classification of 40 or more contiguous acres to a residential land use classification. Any change in a non-residential land use classification of 40 or more contiguous acres to a mixed-use development that contains an integrated residential component does not constitute a major amendment.

#### Major Amendment

Any proposal that results in a change to the Land Use Plan that would substantially alter the city's planned mixture or balance of land uses.

## Amendments

3. Any proposal that would in the aggregate include changes in land use classifications described in the General Plan 2016 of more than 320 acres.
4. A General Plan 2016 text amendment, or any modification or elimination of one or more of the stated policies contained in the General Plan 2016 that changes any policy or strategy regarding residential densities, intensities, or major roadway location that would have citywide implications.

Major amendments are considered in public hearings one time per year. It should be noted that a designation of a proposal as a “major amendment” essentially affects the processing of the proposal and doesn’t relate to the merits of the proposal.

Contact the City of Chandler Planning Division for details regarding the procedure and submittal requirements for major and minor amendments.

### Minor Amendment

Any proposal that does not meet the criteria defining a “major” amendment.

# APPENDIX

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## Glossary

The following definitions are intended as explanations of terms and phrases as they are used in the Chandler General Plan 2016. Such descriptions should not be construed as or confused with zoning definitions, which are set forth entirely in the Zoning Code.

### **Adaptive Reuse**

The process of reusing buildings for a purpose other than which it was originally built for. The Adaptive Reuse Overlay District is a zoning district that facilitates the reuse of underutilized properties by modifying site development standards that otherwise make the reuse of those properties economically feasible.

### **Advanced Business Services**

Includes companies such as advanced financial services, information technology, customer care centers, logistic centers, and product design engineering firms.

### **Amendment, Major**

Any proposal that would result in a substantial alteration of the general plan land use policies and complies with the criteria identified in the Amendments section of this general plan.

### **Amendment, Minor**

A proposed change to the General Plan 2016 that does not meet the "substantial alteration" criteria for a Major Amendment.

### **Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act of 1990 is a civil rights statute that prohibits discrimination against people with disabilities.

### **Area Plans**

Area plans are adopted by the city to provide more detailed implementation and regulatory guidance within a specific geographic area. These plans do not cover the entire city and range in size from under a square mile to more than 14 square miles in southeast Chandler.

### **Buffer**

Separation spaces of open areas or low-intensity land use or visual screening that are intended to delineate and provide transition between developments with potentially incompatible activities, such as mitigating potential negative impacts (i.e., noise, dust, and odor) on adjacent properties.

### **Build-out**

The point at which there is little or no undeveloped land such as agricultural fields and vacant parcels to continue expansion or growth within the city's municipal planning area.

### **Bus Rapid Transit (BRT)**

Limited-stop bus service that provides faster service and travel time and higher frequencies as well as enhanced bus stop amenities.

### **Capital Improvement Program (CIP)**

This document serves as a multi-year planning instrument to identify needs and financing resources for public improvements. It also informs city residents of how the city plans to address significant capital needs over a ten year period.

### **Chicanes**

A series of alternating mid-block curb extensions or islands that narrow the roadway and require vehicles to follow a curving, s-shaped path.

### **Chokers**

A build out added to a road to narrow it on either or both sides of the road, forcing traffic to slow down and maneuver around the buildout.

### **Commercial Office**

Office buildings and complexes such as garden offices, typically characterized by, but not limited to, single-story buildings with multi-tenant spaces. Examples of commercial office users include medical offices, dental offices, insurance offices, and real estate offices. For taller and more intense office developments, see Large Office Developments.

### **Community Commercial**

Commercial centers with a gross building area between 140,000 to 300,000 square feet that provide everyday goods and services for a number of neighborhoods.

### **Elements**

The principal components, or topical subjects required by state statutes to be addressed in the general plan.

### **Enhanced Municipal Service District**

An improvement district covering Downtown Chandler where assessments are collected to enhance public services within its boundaries. Enhanced public services may include public safety, fire protection, refuse collection, street or sidewalk cleaning, landscape maintenance in public areas, planning, promotion, transportation, and public parking.

### **Green Building**

A comprehensive approach to building that results in increased energy and water efficiency, a healthier and more pleasant indoor environment, and a sustainable site design, all accomplished while minimizing construction waste and using environmentally sensitive building materials.

### **Growth Area**

An area that is particularly suitable for planned multimodal transportation and infrastructure expansion, and improvements designed to support a planned concentration of a variety of uses, such as residential, office, commercial, tourism, and industrial.

### **General Plan**

A comprehensive set of broad policies that guide development, and an expression of the community's vision and aspirations. State law requires the general plan to be updated or readopted at least once every 10 years, and must be ratified by voters after council



adoption. The number of elements required to be addressed varies according to the population size. Chandler's General Plan is required by state law to address 17 elements ranging in subject (e.g. land use, water resources, safety, public buildings and facilities).

### **High-Capacity Transit**

A transit system capable of carrying a larger volume of passengers than a standard fixed-route bus system. Examples of high-capacity transit includes bus rapid transit, modern streetcar, and light rail. High-capacity transit can operate on existing streets with mixed traffic, or on exclusive rights-of-way such as dedicated convenient and more reliable service for a larger number of passengers.

### **High-Capacity Transit Corridors**

A corridor that is designated to accommodate high-capacity transit and may be characterized by existing or planning transit-oriented development.

### **High-Density Residential**

Residential developments such as apartments, condominiums, or townhomes with 12 to 18 dwelling units per acre.

### **Housing Affordability**

The U.S. Department of Housing and Urban Development (HUD) defines housing affordability as paying less than 30% of gross household income for total housing cost (rent plus utilities or mortgage).

### **Industrial Support Uses**

Ancillary commercial uses that are an integral component of a planned mixed-use development that supports the businesses within employment areas. Examples of industrial support uses include printing services, delis, coffee shops, catering services, restaurants, convenience commercial, and hotels.

### **Infill**

Development of vacant lands in predominantly built-up portions of the community or redevelopment of properties that are underutilized so as to make the most efficient use of existing infrastructure and attain higher economic return from real estate.

### **Infrastructure**

Municipal infrastructure includes public works systems such as roads, water/wastewater, and drainage. Public utilities—electricity, gas, cable—are also considered as part of a community's infrastructure.

### **Innovation Districts**

Geographic areas where leading-edge anchor institutions and companies cluster and connect with startups, business incubators, and accelerators.

### **Institutional Uses**

Includes private and public schools, religious sanctuaries or assembly areas, higher educational facilities, civic organizations such as Kiwanis Club, and non-profit organizations.

### **Knowledge-Based Industries**

High technology, biomedical, aerospace, renewable energy research and development, and other similar research- and development-based industries.

### **Land Use**

Designations for how properties are to be used. The general plan designates broad land use categories (see Future Land Use Plan) that allow a variety of more specific land uses within each broad category. Area plans, such as those referenced in this general plan, identify planned locations for more specific land uses.

### **Large Single-Use Retail**

Any single-use building, whether stand-alone or within a multi-building development, that occupies an area that is equal to or greater than the square footage specified in the Zoning Code and is primarily utilized for the sale of goods and merchandise for consumption by the general public. See Zoning Code for more details.

### **Large Office Developments**

Characterized by taller, more intense multi-story office buildings, corporate offices, or multi-tenants.

### **Leadership in Energy and Environmental Design (LEED)**

Green Building Rating System – A key program of the USGBC, LEED is a voluntary, consensus-based national rating system for developing high-performance, sustainable buildings. LEED addresses strategies in five areas: sustainable site development, water conservation, energy efficiency, materials and resources selection, and indoor environmental quality.

### **Low-Density Residential**

Residential development typically characterized as detached single-family homes with a density range of 2.5 to 3.5 dwelling units per acre. This type of residential development is the predominant residential density range in master-planned neighborhoods, often situated in close proximity to schools and parks.

### **Medium-Density Residential**

Residential developments such as patio homes, townhomes, condominiums, cluster developments, and various other non-traditional detached and attached homes with a density range of 3.5 to 12 dwelling units per acre.

### **Mid-Rise Development**

Any building at a height greater than 45 feet measured from grade. Such building heights must be reviewed and approved following the guidelines in the Mid-Rise Development Policy.

### **Mixed-Use Development**

Multiple functions within the same building or within the same area. These developments can be vertically or horizontally integrated.

**Municipal Planning Area**

Expanded territory, beyond the current municipal boundaries, which encompasses unincorporated parcels, which in the future may or may not be incorporated into the city, and for which the ultimate boundary is established by intergovernmental agreements with adjacent municipalities.

**Neighborhood**

Group of homes or buildings that are organized together as a unit with some recognizable characteristic. Neighborhoods may include a mix of compatible land uses.

**Neighborhood Commercial**

Commercial developments on parcels that range in size from 10 to 20 acres with 30,000 to 140,000 square feet of building area, serving the needs of one or two neighborhoods in a one- to two-mile market area.

**"Next Twenty"**

Visioning strategy document prepared for Chandler (2006).

**Placemaking**

Process of creating quality places people want to live, work, play, and learn.

**Planned Area Development (PAD)**

A tailored zoning designation that accommodates the flexibility needed for varying circumstances and is utilized to fulfill the general plan policies and objectives. Hence, one PAD zoning designation may vary considerably from another.

**Policies**

Policies are general rules for action focused on a specific issue and consistent with the city's goals. Policies within the general plan have been developed to collectively implement Chandler's vision.

**Public Facilities**

Government offices and services including police and fire stations, libraries, and general offices.

**Raised Crosswalks**

A technique to bring the level of the roadway to that of the sidewalk, forcing vehicles to slow before passing over the crosswalk.

**Regional Commercial**

Includes major regional commercial developments such as malls, power centers, large single-use retail, and other major commercial centers.

**Roundabouts**

A circular intersection in which traffic flows in one direction around a central island, used in higher volume intersections. Roundabouts show traffic and allow vehicles to continually move without full stops and starts, which minimizes accidents and reduces pollution.

### **Rural Residential**

This residential density (0 – 2.5 dwelling units per acre) can include lots ranging from 12,000 square feet to greater than one acre in size.

### **Speed Humps/Bumps**

A vertical rounded device, typically 3" to 4" in height, spanning the width of the road, to reduce vehicle speeds.

### **Sustainability**

Meeting the needs of the present without compromising the ability of future generations to meet their own needs. Sustainability combines lasting economic success with environmental responsibility and community considerations.

### **System Development Fees**

Fees assessed to require fair share contributions from property developers to extend infrastructure or provide other municipal services to benefit the development's end users.

### **Title VI**

Federal law (Title VI of the Civil Rights Act of 1964, the Restoration Act of 1987, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990) states that no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination" under any program receiving federal funds.

### **Traffic Circles**

A raised island located in the center of an intersection around which traffic must circulate, generally used at low volume neighborhood intersections.

### **Transit Oriented Development (TOD)**

Development that is characterized by mixed-uses, higher densities, and is designed for pedestrian activity to maximize access to transit services.

### **Truck Restrictions**

A technique to restrict the entry of trucks into residential neighborhoods by posting truck restriction signs to reduce cut-through traffic of commercial vehicles.

### **United States Green Building Council (USGBC)**

A non-profit comprising organizations representing a broad spectrum of the building industry committed to construction that is environmentally responsible, profitable, and healthy to occupy.

### **Urban Residential**

Urban Residential refers to multi-family residential developments with densities greater than 18 dwelling units per acre. This density range can be a part of a mixed-use development consisting of ground floor retail, office, or live-work opportunities and is intended to create a strong sense of place while at the same time provide an urban living lifestyle that will attract people and support local commercial uses.

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# City Facilities<sup>1</sup>

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## Government Offices

Chandler City Hall  
175 S. Arizona Ave.  
Chandler, AZ 85225

Chandler City Court  
200 E. Chicago St.  
Chandler, AZ 85225

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## Community Facility Buildings

### Chandler Public Libraries

Downtown  
Hamilton  
Sunset  
Basha

### History and Culture

McCullough-Price House  
Tumbleweed Ranch  
Chandler Center for the Arts  
Vision Gallery

### Regional Park

Tumbleweed Park Recreation Center

### Community Parks

Arrowhead Meadows Park  
Chuparosa Park  
Desert Breeze Park  
Espee Park  
Folley Memorial Park  
Mesquite Groves Park Site  
Lantana Ranch Park Site  
Pima Park  
Snedigar Sportsplex  
Veterans Oasis Park  
Nozomi Park

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<sup>1</sup> As of March 2016

## Appendix

### Neighborhood Parks

Amberwood Park  
Apache Park  
Arbuckle Park  
Armstrong Park  
Blue Heron Park  
Brooks Crossing Park  
Centennial Park  
Chuckwalla Park  
Crossbow Park  
Dobson Park  
East Mini Park  
Fox Crossing Park  
Gazelle Meadows Park  
Harmony Hollow  
Harris Park  
Harter Park  
Homestead North Park Site  
Homestead South Park Site  
Hoopes Park  
Jackrabbit Park  
La Paloma Park  
Layton Lakes Park Site  
Los Altos Park  
Los Arboles Park  
Maggio Ranch Park  
Mountain View Park  
Navarrete Park  
Ocotillo/Gilbert Rds. Park Site  
Old Stone Park Site  
Park Manors Park  
Pecos Ranch Park  
Pecos Rd/Arizona Ave Park Site  
Pequeno Park  
Pine Shadows Park  
Pinelake Park  
Price Park  
Provinces Park  
Pueblo Alto Park  
Quail Haven Park  
Roadrunner Park  
Ryan Park  
Sam Marcos Park  
San Tan Park  
Shawnee Park  
Stonegate Park  
Summit Point Park



Sundance Park  
Sunset Park  
Tibshraeny Family Park  
Valencia Park  
Windmills West Park  
Winn Park

### Special Use Parks and Facilities

Arrowhead Pool  
Ashley Trail  
Bear Creek Golf Complex  
Boys and Girls Club  
Chandler Center for the Arts  
Chandler Community Center  
Chandler Senior Center  
Chandler Tennis Center  
Desert Oasis Aquatic Center  
Dr. A.J. Chandler Park  
Environmental Education Center  
Folley Pool  
Hamilton Aquatic Center  
Mesquite Groves Aquatic Center  
Nozomi Aquatic Center  
Paseo Trail  
Paseo Vista Recreation Center  
Paseo Vista Archery Range  
Paseo Vista Disc Golf Course  
Snedigar Recreation Center  
Thude Park  
Xeriscape Demonstration Garden  
Chandler Museum at McCullough-Price House  
Vision Gallery

### Fire Facilities

Fire Station No. 1  
Fire Station No. 2  
Fire Station No. 3  
Fire Station No. 4  
Fire Station No. 5  
Fire Station No. 6  
Fire Station No. 7  
Fire Station No. 8  
Fire Station No. 9  
Fire Station No. 10  
Fire, Health & Medical Department Headquarters  
FHM Support Services  
FHM Training Facility

## Appendix

### Police Facilities

Main Station  
Desert Breeze Substation  
Chandler Heights Substation

### Service and Utilities

Municipal utilities  
Transportation and development  
Recycling (Solid Waste Collection Center)  
Wastewater treatment facility  
Water treatment facility  
McQueen City Yard

### Other Facilities

Chandler Municipal Airport

## Engagement and Events

March 1, 2015	Chandler Chamber Policy Committee Briefing
March 3, 2015	Citizen's Advisory Committee
March 6, 2015	Planning Lab
March 11, 2015	Teen Leadership Presentation
March 2015	Poll: Neighborhoods
April 3, 2015	Planning Lab
April 15, 2015	Chandler Chamber Board of Directors Briefing
April 20, 2015	Citizens Advisory Committee
April 23, 2015	Downtown Chandler Community Partnership
April 29, 2015	Regional Resource Team
April 2015	Poll: Transportation and Connectivity
May 1, 2015	Planning Lab
May 12, 2015	Vision Fest: Downtown Drop-In Charrette
May 12, 2015	Vision Fest: San Marcos Elementary, 5th Grade Class
May 12, 2015	Vision Fest: Chandler High School, 11th Grade Class
May 12, 2015	Vision Fest: Vision Workshop
May 13, 2015	Vision Fest: I-10/Loop 202 Drop-In Charrette
May 13, 2015	Vision Fest: Price Road Corridor Drop-In Charrette
May 14, 2015	Vision Fest: Bogle, 7th and 8th Grade Classes
May 15, 2015	Vision Fest: Airpark Drop-In Charrette
May 15, 2015	Vision Fest: North Arizona Avenue Drop-In Charrette
May 16, 2015	Vision Fest: Vision Workshop
May 19, 2015	Vision Fest: Hamilton High School, 10th Grade Classes
May 26, 2015	Vision Fest: Visioning Questionnaire
May 2015	Poll: Economic Development
June 2, 2015	Parks and Recreation Commission
June 5, 2015	Planning Lab
June 9, 2015	Neighborhood Advisory Committee
June 15, 2015	Citizen's Advisory Committee
June 2015	Poll: Community Health
July 15, 2015	Economic Development Advisory Board
July 17, 2015	Art Walk
July 18, 2015	Operation Backpack
July 30, 2015	Transportation Commission
July 2015	North Arizona Avenue/Alternative/Policy Questionnaire
July 2015	Poll: Downtown Chandler
August 7, 2015	Planning Lab
August 17, 2015	Citizen's Advisory Committee
August 20, 2015	Downtown Chandler Community Partnership
August 2015	Poll: Community Design
September 1, 2015	Intel Community Stakeholder Advisory Panel
September 4, 2015	Planning Lab
September 16, 2015	Mayor's Listening Tour
September 2015	Poll: Recreational Amenities
October 2, 2015	Planning Lab

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October 14, 2015	Airport Commission
October 21, 2015	Staff Workshop
November 16, 2015	Citizens' Advisory Committee
November 16, 2015	Council Micro-Retreat
November 17, 2015	Regional Resource Team
December 16, 2015	Planning Commission
January 19, 2016	Public Meeting: Review Draft General Plan
January 20, 2016	Economic Development Advisory Board
January 21, 2016	Public Meeting: Review Draft General Plan
January 26, 2016	Public Meeting: Review Draft General Plan
February 2, 2016	Parks and Recreation Board
February 10, 2016	Airport Commission
February 22, 2016	Citizens' Advisory Committee
February 26, 2016	Chandler Chamber Policy Committee
March 9, 2016	Public Hearing: Planning Commission
March 16, 2016	Public Hearing: Planning Commission
April 14, 2016	Public Hearing: City Council

## List of Reports and Resources

Following list are planning studies, documents, and reports referenced in the Chandler General Plan 2016.

Adaptive Reuse (2015 in progress)  
 Airport Impact Overlay District (Ordinance No. 3063)  
 Americans with Disabilities Act Transition Plan  
 Arizona State Rail Plan (2011)  
 Arizona Avenue Entry Corridor Study  
 Arizona Avenue High Capacity Transit Long Range Study (2012)  
 Capital Improvement Program 2015-2024  
 Chandler Airpark Area Plan (1998)  
 Chandler Green Building Program  
 2016 Chandler Municipal Airport Economic Impact Study  
 Chandler Transportation Master Plan Update 2010  
 Chandler Zoning Code  
 City of Chandler City Profile  
 City of Chandler High-Capacity Transit Major Investment Study (July 2003)  
 Emergency Operations Plan (2015)  
 Fiesta Downtown Chandler Transit Corridor Study (2015 in progress)  
 FY 2015-2019 5-Year HUD Consolidated Plan  
 Infill Incentive Plan (2009)  
 Integrated Water Master Plan  
 Late Hour Business Compatibility Policy  
 Mayor's 4-Corner Retail Committee (2011)  
 Mid-Rise Development Policy (2006)  
 Passenger Rail Corridor Study (ongoing)  
 Percent for Public Art Ordinance in 1983  
 Redevelopment Area Plan  
 Residential Development Standards  
 Residential Conversion Policy  
 Resolution No. 4091  
 South Arizona Avenue Corridor Area Plan (2006)  
 South Arizona Avenue Corridor Design Guidelines  
 Southeast Chandler Area Plan (1999)  
 South Price Road Employment Corridor Study (2013)  
 Water Allocation Policy  
 Water, Waste Water, Reclaimed Water Master Plan Update (2008)

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The City of Chandler is a major urban center reaching build-out over the next few decades, which requires a shift from outward growth to quality community building. Chandler is connected by an efficient regional system and local multimodal transportation network. The City is the recognized leader for its strong economic foundation, desirable neighborhoods, and outstanding public services and its leaders remain focused on quality, sustained planning that ensures a future better than today. Chandler is a regional employment center and important Arizona economic driver; its world-class corporations, emerging technology businesses, and next-generation entrepreneurs call Chandler home because of its well-educated workforce, exceptional educational achievement and opportunities, and superior quality of life.

